

**Environment Portfolio Plan 2015/18
Report: ES15038
Appendix 2**

Contract Monitoring Summaries

Contract Monitoring Summaries Contents

Council Fleet Hire.....	3
Depot Security.....	5
Vehicle & Plant Maintenance, Repairs & Associated Transport Services	7
Supply of Contract Hire (Lease) Cars	9
Ambulance Hire.....	11
Soft Landscaping Works (8 lots - 5 contractors).....	13
Arboricultural Maintenance	15
Grounds Maintenance.....	17
Park Security.....	19
Playground Maintenance	21
Street Environment Lot 1: Street Cleaning	23
Street Environment Lot 2: Graffiti Removal	25
Street Environment Lot 4: Cleaning of Highway Drainage Infrastructure, Gulley Cleansing.....	27
Highway Maintenance – Minor & Reactive	29
Waste Collection & Management Contract.....	31
Coney Hill Landfill Site Monitoring	35
Transportation Consultancy	37
Highway Maintenance - Major	39
Street Lighting Maintenance & Improvements	41
Street Works (NRSWA)	43
Parking Bailiff Services (Parking Enforcement Agents).....	45
Parking Enforcement and Car Parks Contract.....	47
Bus Shelter Poster Sites	49
On-Street Poster Sites	51

	Contract Title	Council Fleet Hire (The Provision of Motor Vehicles by Contract Hire with Full Maintenance)			
Contract Background	Register Number	• 11551			
	Manager	• Paul Chilton (<i>Transport Operations Manager</i>)			
	Contractor(s)	• London Hire Ltd			
	Term (start date, end date, extensions – current expiry date in bold)	• Core Term: 06.11.06 to 05.11.12 • Extension (by waiver) for 1 year to 05.11.13 • Two additional extensions (by waiver): 06.11.13 to 05.11.14 & 06.11.14 to 05.11.15			
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	• Original Contract Report: Transport Fleet Renewal: 30 March 2006 (E&LS06118) • Waiver to 05.11.13 • Waiver to 05.11.14 • Waiver to 05.11.15			
	Description (Contract summary plus latest developments)	• Contract involves the hire and maintenance of the cars and light commercial vehicles used in various Council departments. Vehicles include Civic Centre based pool cars, vans allocated to the Library service, and internal mail deliveries • Options for renewing this contract and alternative approaches to a new fleet of vehicles from November 2015 are being considered as part of the current commissioning programme, the outcome of which will define future requirements			
	Material Changes (significant changes since contract award)	• 5% discount on extension periods • Possible fleet reduction due to transfer of Park Rangers Service			
Financial Data	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<u>Statutory Basis (for service provision)</u> • None <u>Legislative Compliance</u> • Motor vehicles operated to comply with The Road Vehicles (Construction & Use) Regulations 1986, Road Traffic Act 1988			
	Total Contract Value	• £651,064 + £166,380 + £82,000			
	Finance Notes	• None			
	2014/15	• Latest Approved Budget: £81,380 • Actual Spend (out-turn): £81,380			
Contract Monitoring	2015/16	• Budget: £82,000			
	Contract Monitoring (Key outputs / outcomes compared with target)	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target
		Vehicle availability	Substitute vehicles available at Central Depot	Compliant	n/a
		Breakdowns	24/7 roadside assistance provided under the contract	Compliant	n/a
	Benchmarking (comparative data / peer review etc)	• LB Bromley represented at the Association of London Transport Officers – collaborative fleet liaison and benchmarking between members			
	Customer Satisfaction & Complaints	• Transport Operations Manager; client-side responsibility and fleet-user liaison			
	Audits (Internal / External)	• None			

Contract Management	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none"> • None
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> • Support to various departments and divisions and their services and contracts <u>Linked Contracts</u> <ul style="list-style-type: none"> • Depot Security (Paul Chilton / 034382) • Maintenance & Repair of Motor Vehicles (Paul Chilton / 024737) • Supply of Contract Hire cars (Paul Chilton / 034382) • Vehicle Hire – Ambulances (Paul Chilton / 016278)
	Portfolio Plan Reference	<ul style="list-style-type: none"> • None
	Risk Management (<i>what might prevent us achieving our outcomes/targets?</i>)	<ul style="list-style-type: none"> • Lack of motor fuel leading to service failure – mitigated by designated filling station available in the event of national fuel shortage (also see London Resilience Team) • Vehicle breakdown leading to reduced service provision – mitigated by roadside assistance service
	Critical ICT systems & Information Governance	<u>ICT Systems</u> <ul style="list-style-type: none"> • Civica Tranman – Fleet management system for compliance and asset management purposes • ZM Motor Insurers Database (Web) <u>ICT Governance</u> <ul style="list-style-type: none"> • Driving licence details held securely • Planned transition to electronic storage
	Communications	<ul style="list-style-type: none"> • Transport Operations Manager in regular liaison with fleet users and contract review meetings with London Hire
	Quality Systems	<ul style="list-style-type: none"> • Post-maintenance checking; monitoring of defects and breakdowns

	Contract Title	Depot Security								
Contract Background	Register Number	• 030099								
	Manager	• Paul Chilton (<i>Transport Operations Manager</i>)								
	Contractor(s)	• Sight & Sound								
	Term (start date, end date, extensions – current expiry date in bold)	• Core Term: 01.04.10 to 31.03.15 • 2 year extension within contract term agreed by Env.PH (Aug. 2014) to 31.03.17 • Contract 5 + 2 years								
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	• Original Contract Report: Part II report: Parks Security & Ancillary Contracts – 16 November 2009 (ES 09153) • Extension Waiver Document (13 August 2014)								
	Description (Contract summary plus latest developments)	• Manned guarding of two depot sites: Central Depot and Churchfields Depot. Central Depot on 24/7 basis, with integrated site gate/access control at Baths Road entrance, marshalling and CCTV monitoring • Majority of costs re-charged to contractors (waste and street cleansing) operating from the sites								
	Material Changes (significant changes since contract award)	• Improved gate-house and entrance layout at Baths Road end due to changes in services operated from Central Depot. • Two year extension taken								
	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<u>Statutory Basis (for service provision)</u> • None <u>Legislative Compliance</u> • Private Security Industry Act 2001 requires guards to be licensed								
Financial Data	Total Contract Value	• £625,000 + £280,000								
	Finance Notes	• Majority of costs recharged to contractors								
	2014/15	• Latest Approved Budget: £140,000 • Actual Spend (out-turn): £139,191								
	2015/16	• Budget: £140,000								
Contract Monitoring	Contract Monitoring (Key outputs / outcomes compared with target)	<table><tr><th>Monitoring Metrics</th><th>2014/15 target</th><th>2014/15 actual</th><th>2015/16 target</th></tr><tr><td>Number of Defaults Issued</td><td>0</td><td>3</td><td>0</td></tr></table>	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target	Number of Defaults Issued	0	3	0
	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target						
	Number of Defaults Issued	0	3	0						
	Benchmarking (comparative data / peer review etc)	• Tendered as part of a wider security contract for Parks Security to achieve value for money								
Customer Satisfaction & Complaints	• Default provision included in contract and periodically used • Minor performance concerns swiftly dealt with by Sight & Sound									
Audits (Internal / External)	• None									
Contract Management	Linked Strategies / Plans (E&CS Summaries)	• Supports various services operating from the depots, including emergency response, winter service operations and various out-of-hours requirements								
	Linked Services / Contracts	<u>Linked services</u> • Directly supports waste, street cleansing and winter service contractors operating from depots. Involves some public liaison/advice at sites, mainly for recycling points <u>Linked Contracts</u> • Council Fleet Hire (Paul Chilton / 11551) • Ambulance Hire (Paul Chilton / 016278) • Maintenance & Repair of Motor Vehicles (Paul Chilton / 024737) • Supply of Contract Hire cars (Paul Chilton / 034382) • Vehicle Hire – Ambulances (Paul Chilton / 016278)								
	Portfolio Plan Reference	• None								

Contract Management	Risk Management (what might prevent us achieving our outcomes/targets?)	<ul style="list-style-type: none"> • Unauthorised access to depots and/or inability for key services to access / egress depots - mitigated by 24/7 Central Depot security • Central Depot provides back-up facilities for the Borough Emergency Control Centre (BECC) • Churchfields Depot guarded during closure hours only
	Critical ICT systems & Information Governance	<u>Critical ICT systems</u> <ul style="list-style-type: none"> • Central Depot security guard linked to LBB e-mail system with limited network access • View-only access to site CCTV <u>Information Governance</u> <ul style="list-style-type: none"> • None
	Communications	<ul style="list-style-type: none"> • Guard has limited liaison with public e.g. those who may arrive at wrong entrance looking for Waldo recycling centre. Main communications are face-to-face with site contractors accessing the site
	Quality Systems	<ul style="list-style-type: none"> • ISO 9001 QMS applies and ISO14001

	Contract Title	Vehicle & Plant Maintenance, Repairs & Associated Transport Services			
Contract Background	Register Number	• 024737			
	Manager	• Paul Chilton (<i>Transport Operations Manager</i>)			
	Contractor(s)	• Kent County Council (Commercial Trading Services)			
	Term (start date, end date, extensions – current expiry date in bold)	<ul style="list-style-type: none"> • Core Term: 06.04.10 to 05.04.17 • Extension: option to extend available from 06.04.17 to 05.04.19 • Contract 7 + 2 years 			
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	<ul style="list-style-type: none"> • Original contract report ES10020 to Environment PDS: 18 January 2010 • Initial trial of Lease Car Damage Repairs: ED E&CS Waiver Feb. 2014 • Inclusion of Lease Car Damage Repairs in contract: Report ES15016 (Environment PDS, 17 March 2015) 			
	Description (Contract summary plus latest developments)	<ul style="list-style-type: none"> • Certain vehicles and items of plant are owned by the Council and the contract covers statutory inspections, maintenance and repairs. Examples are gritters and winter service equipment, SEN school based minibuses, Mobile CCTV cars and other plant and equipment used within Environment & Community Services. The contract includes the availability of other transport and engineering support services that the Council occasionally requires. Since February 2014, accident damage repairs have been undertaken by KCC under the terms of this contract. The KCC workshop undertakes MOT testing at their premises and mobile inspection/minor repairs service therefore reducing vehicle downtime. • The profile of the fleet is continually reviewed and the number of plant items has reduced considerably since the contract commenced. • Contract now covers Lease Car Accident Repairs (from 1 February 2015 to 5 April 2017) at an estimated value of £130k (Report ES15016). 			
	Material Changes (significant changes since contract award)	• Lease Car Accident Damage Repairs added to this contract from February 2015			
Financial Data	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<u>Statutory Basis</u> <ul style="list-style-type: none"> • None <u>Legislative Compliance</u> <ul style="list-style-type: none"> • Motor vehicles operated to comply with The Road Vehicles (Construction & Use) Regulations 1986, Road Traffic Act 1988 • Plant maintained to meet Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) 			
	Total Contract Value	• £938,000 (+ £130,000 Lease Car Accident Repairs)			
	Finance Notes	• Now includes lease car accident repair costs which are recoverable			
	2014/15	<ul style="list-style-type: none"> • Latest Approved Budget: £118,000 • Actual Spend (out-turn): £118,000 			
Contract Monitoring	2015/16	• Budget: £120,000 (+ 57,000)			
	Contract Monitoring (Key outputs / outcomes compared with target)	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target
		Number of jobs	n/a	560	n/a
		Number of breakdowns	n/a	4	n/a
		Number of Lease Damage Car Repairs	n/a	35	n/a
	Benchmarking (comparative data / peer review etc)	<ul style="list-style-type: none"> • LB Bromley represented at the Association of London Transport Officers – collaborative fleet liaison and benchmarking between members 			
	Customer Satisfaction & Complaints	<ul style="list-style-type: none"> • Partnership approach; officer satisfaction recorded for support to winter service operations 			
	Audits (Internal / External)	• None			

Contract Management	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none"> • Winter Service Policy and Plan
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> • Highways Minor Works Contract – Winter Gritting element <u>Linked Contracts</u> <ul style="list-style-type: none"> • Council Fleet Hire (Paul Chilton / 11551) • Depot Security (Paul Chilton / 034382) • Supply of Contract Hire cars (Paul Chilton / 034382) • Vehicle Hire – Ambulances (Paul Chilton / 016278) • Ambulance Hire (Provision of Accessible Passenger Vehicles with Full Maintenance) (Paul Chilton / 016278)
	Portfolio Plan Reference	<ul style="list-style-type: none"> • None
	Risk Management (what might prevent us achieving our outcomes/targets?)	<ul style="list-style-type: none"> • Emergency plant maintained under this contract. • Associated engineering support service available in connection with emergency response
	Critical ICT systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> • Civica'sTranman: Fleet management system for compliance asset management purposes and maintenance control/statutory record keeping <u>Information Governance</u> <ul style="list-style-type: none"> • None
	Communications	<ul style="list-style-type: none"> • KCC Workshops marketed as a business unit of Kent County Council
	Quality Systems	<ul style="list-style-type: none"> • ISO 9001 for workshops • PAS125 for vehicle bodywork repairs

	Contract Title	Supply of Contract Hire (Lease) Cars											
Contract Background	Register Number	• 034382											
	Manager	• Paul Chilton (<i>Transport Operations Manager</i>)											
	Contractor(s)	• Crown Commercial Suppliers (CCS):Vehicle Lease Framework (VLF) • Ref: RM858											
	Term (start date, end date, extensions – current expiry date in bold)	• Core Term: 16.05.15 to 15.05.18 • Extension option available for 1 year from 16.05.18 to 15.05.19 • Contract 3 + 1 years											
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	• Contract Award Report: ES15012 – Executive 24 March 2015											
	Description (Contract summary plus latest developments)	• Call-off from CCS framework contract for the lease car requirements • On-line instant quotations from 8 approved lease companies • 36 month lease agreements for each vehicle with lowest cost provider • Maintenance and roadside assistance included											
	Material Changes (significant changes since contract award)	• Fewer leased cars contracted over time											
	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<u>Statutory Basis</u> • None <u>Legislative Compliance</u> Motor vehicles operated to comply with: • Road Traffic Act 1988 • The Road Vehicles (Construction & Use) Regulations 1986											
Financial Data	Total Contract Value	• £1,633,000											
	Finance Notes	• None											
	2014/15	• Latest Approved Budget: £549,383 • Actual Spend (out-turn): £474,412											
	2015/16	• Budget: £544,370											
Contract Monitoring	Contract Monitoring (Key outputs / outcomes compared with target)	<table><tr><th>Monitoring Metrics</th><th>2014/15 target</th><th>2014/15 actual</th><th>2015/16 target</th></tr><tr><td>Car delivered as per order (%)</td><td>n/a</td><td>95</td><td>n/a</td></tr></table>	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target	Car delivered as per order (%)	n/a	95	n/a			
	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target									
	Car delivered as per order (%)	n/a	95	n/a									
	Benchmarking (comparative data / peer review etc)	• Government-wide supply contract for all agencies and departments including the MOD, so contracting arrangement should provide value for money											
	Customer Satisfaction & Complaints	• Feedback from lease car staff, who contribute to the cost of the vehicle for the private use element, is monitored for satisfaction											
Audits (Internal / External)	• Review of Leavers Procedures Audit 2014-15												
Contract Management	Linked Strategies / Plans (E&CS Summaries)	• None											
	Linked Services / Contracts	<u>Linked Services</u> • Supports staff and services in all departments <u>Linked Contracts</u> • Council Fleet Hire (Paul Chilton / 11551) • Depot Security (Paul Chilton / 034382) • Maintenance & Repair of Motor Vehicles (Paul Chilton / 024737) • Ambulance Hire (Paul Chilton / 016278) • Vehicle Hire – Ambulances (Paul Chilton / 016278)											

Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> • None
	Risk Management (what might prevent us achieving our outcomes/targets?)	<ul style="list-style-type: none"> • Absence of contract leading to failure to recruit and retain quality staff (e.g. senior managers) • Absence of contract leading to failure to provide services in timely manner (e.g. social workers)
	Critical ICT systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> • ResourceLink • Lease Car Database • Civica Tranman • Fleet Management System • ZM Motor Insurers Database (Web) • CCS Fleet Portal <u>Information Governance</u> <ul style="list-style-type: none"> • Driver licence and personal details held securely, ResourceLink uses password protected access.
	Communications	<ul style="list-style-type: none"> • Lease company direct support to drivers e.g. roadside assistance, vehicle hand-over
	Quality Systems	<ul style="list-style-type: none"> • Various accreditations for lease companies on the framework

	Contract Title	Ambulance Hire (Provision of Accessible Passenger Vehicles with Full Maintenance)			
Contract Background	Register Number	• 016278			
	Manager	• Paul Chilton (<i>Transport Operations Manager</i>)			
	Contractor(s)	• London Hire Ltd			
	Term (start date, end date, extensions – current expiry date in bold)	<ul style="list-style-type: none"> • Core Term (6 years): 06.11.07 to 05.11.13 • 1st extension (taken) 1 year from 06.11.13 - 05.11.14 • 2nd extension (taken) 1 year from 06.11.14 - 05.11.15 • Contract 6 + 2 years (in practice, 6 + 1 + 1) 			
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	<ul style="list-style-type: none"> • Original Contract Report: Special Meeting of A&CS PH: 29 March 2007 • Extension Reports: Education & Care Services Portfolio Holder <ul style="list-style-type: none"> ○ 1st extension: October 2012 ○ 2nd extension: March 2014 • Gate Review report: ES14062 • Adult Transport Service Contract Award: Executive: 24 March 2015 (CS14139). Contract term: 1 December 2015 for 3yrs 9 months with option to extend, not exceeding 2 years 			
	Description (Contract summary plus latest developments)	<ul style="list-style-type: none"> • Contract involves the hire and maintenance of 19 accessible passenger transport vehicles (white minibuses) used for care services for adults with learning difficulties and the elderly. They provide transport to support the various care packages to clients. • The contract will not be renewed on expiry due to commissioning of the Passenger Transport Service (Executive Report CS14139 – 24.03.15) 			
	Material Changes (significant changes since contract award)	• Reduction of vehicles from 20 to 19 from 1 st extension: November 2013			
Financial Data	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<u>Statutory Basis</u> <ul style="list-style-type: none"> • None <u>Legislative Compliance</u> <ul style="list-style-type: none"> • Transport Act 1985 (section 19) • Motor vehicles operated to comply with The Road Vehicles (Construction & Use) Regulations 1986 • Road Traffic Act 1988 • Access equipment complies with Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) 			
	Total Contract Value	• £2.254m + £292,866 + £282,000			
	Finance Notes	• None			
	2014/15	<ul style="list-style-type: none"> • Latest Approved Budget: £278,730 • Actual Spend (out-turn): £278,730 			
Contract Monitoring	2015/16	• Budget: £282,000			
	Contract Monitoring (Key outputs / outcomes compared with target)	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target
		Vehicle availability	Substitute vehicles available at Central Depot	Compliant	n/a
		Breakdowns	24/7 roadside assistance provided under the contract	Compliant	n/a
	Benchmarking (comparative data / peer review etc)	• LB Bromley represented at the Association of London Transport Officers – collaborative fleet liaison and benchmarking between members			
	Customer Satisfaction & Complaints	• Client passenger survey conducted by User Department as part of pre-contract vehicle specification process			
	Audits (Internal / External)	• None			

Contract Management	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none"> • None
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> • Adult Day Care <ul style="list-style-type: none"> • <u>Linked Contracts</u> • Council Fleet Hire (Paul Chilton / 11551) • Depot Security (Paul Chilton / 034382) • Maintenance & Repair of Motor Vehicles (Paul Chilton / 024737) • Supply of Contract Hire (Lease) Cars (Paul Chilton / 034382) • Vehicle Hire – Ambulances (Paul Chilton / 016278)
	Portfolio Plan Reference	<ul style="list-style-type: none"> • None
	Risk Management <i>(what might prevent us achieving our outcomes/targets?)</i>	<ul style="list-style-type: none"> • Lack of vehicle availability leading to reduced passenger service provision – mitigated by substitute vehicle availability • Vehicle breakdown leading to reduced passenger service provision – mitigated by roadside assistance service
	Critical ICT systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> • Civica Tranman – Fleet management system for compliance asset management purposes • ZM Motor Insurers Database (Web) <u>Information Governance</u> <ul style="list-style-type: none"> • Driving licence details held securely • Planned transition to electronic storage
	Communications	<ul style="list-style-type: none"> • Transport Operations Manager in regular liaison with fleet users and contract review meetings with London Hire Ltd
	Quality Systems	<ul style="list-style-type: none"> • Post maintenance checking; monitoring of defects and breakdowns

	Contract Title	Soft Landscaping Works (8 lots - 5 contractors)
Contract Background	Register Number	• None
	Manager	• Robert Schembri (Parks & Greenspace Contracts Manager)
	Contractor(s)	Five contractors <ul style="list-style-type: none"> • T&T Earth Matters (Woodland Works: Rural Grass Cutting: Public Rights of Way) • Landmark Services (Rural Hedge Cutting) • English Landscapes (Non-routine work: Plant & Shrub Supply - managed under the main Grounds Maintenance Contract) • Southern Land Services (Japanese Knotweed) • CJS Plants (Hanging Baskets)
	Term (start date, end date, extensions – current expiry date in bold)	<ul style="list-style-type: none"> • Core Term: 08.09.14 to 31.12.17 (for contractors other than English Landscapes) • Core Term: 08.09.14 to 09.09.16 (for Plant Supply and Non-routine work) • Contract 3 years, 3 months • Contract 2 years (for Plant Supply and Non-routine work) can be extended to 31.12.17 (to become co-terminus)
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	<ul style="list-style-type: none"> • Soft Landscaping Procurement Gate Report: Environment PDS – 29 January 2014 (ES 14018) • Procurement Strategy for non-Programmed Parks Works Expenditure and Soft Landscaping Procurement – 29 January 2014 (ES13128) – activity novated to TLG with the exception of Public Right of Way • Waiver has been produced, currently awaiting final signatures (11.06.15)
	Description (Contract summary plus latest developments)	<ul style="list-style-type: none"> • The contract covers eight lots: <ul style="list-style-type: none"> ○ Woodlands Works: maintenance of woodland trees ○ Public Right of Way: cut-back and maintenance of these areas ○ Rural Grass Cutting: maintenance of countryside areas ○ Rural Hedge Cutting: maintenance of country lanes ○ Japanese Knotweed: control of the weed on LBB land ○ Hanging Baskets: supply and maintenance of summer and winter baskets ○ Non-routine work: work not included in the routine schedules ○ Plant & Shrub Supply: to order plants as required
	Material Changes (significant changes since contract award)	<ul style="list-style-type: none"> • Contract novated in part to The Landscape Group as part of the Wholly Managed Parks service with the exception of Public Rights of Way
Financial Data	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<u>Statutory Basis</u> <ul style="list-style-type: none"> • Highways Act 1980 S.154 - rural hedge cutting (road sight lines etc) • Control of Japanese Knotweed (Private nuisance law) • Countryside & Rights of Way Act 2000 <u>Legislative Compliance</u> <ul style="list-style-type: none"> • Health and Safety at Work Act 1974, Section 3 (1) • The Management of Health and Safety at Work Regulations 1999 • The Occupiers Liability Act 1957 • The Occupiers Liability Act 1984 • Countryside Rights of Way Act 2000 • The Highways Act 1980
	Total Contract Value	• £1,191,052
	Finance Notes	• TCV includes call-off arrangements (e.g. for the supply of plants and non-routine works) which may/may not be used, so the value is only illustrative)
	2014/15	<ul style="list-style-type: none"> • Latest Approved Budget: £364,010 • Actual Spend (out-turn): £353,920
	2015/16	• Budget: £364,020

Contract Monitoring	Contract Monitoring (Key outputs / outcomes compared with target)	<table><tr><th>Monitoring Metrics</th><th>2014/15 target</th><th>2014/15 actual</th><th>2015/16 target</th></tr><tr><td>Service response times to customer enquiries (%)</td><td>95</td><td>92.72</td><td>95</td></tr><tr><td>Monthly performance monitoring meetings</td><td>-</td><td>-</td><td>10</td></tr></table>	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target	Service response times to customer enquiries (%)	95	92.72	95	Monthly performance monitoring meetings	-	-	10
	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target										
	Service response times to customer enquiries (%)	95	92.72	95										
	Monthly performance monitoring meetings	-	-	10										
	Benchmarking (comparative data / peer review etc)	<ul style="list-style-type: none">• Value for money-tendered through London Portal• London Benchmarking Group												
Customer Satisfaction & Complaints	<ul style="list-style-type: none">• Ombudsman referrals: none													
Audits (Internal / External)	<ul style="list-style-type: none">• Tendering process being audited													
Contract Management	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none">• Parks & Greenspace Strategy (inc. Cemeteries Policy & Objectives; Environmental Education; and Communities)• Bromley Biodiversity Plan 2015-2020• Forestry Strategy and Annual Plan• Play Strategy and Annual Plan• Tree Strategy												
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none">• Parks <u>Linked Contracts</u> <ul style="list-style-type: none">• Grounds Maintenance• Arboricultural Contract• Park Security Contract• Play Equipment Maintenance Contract• Minor Highways Contract												
	Portfolio Plan Reference	<ul style="list-style-type: none">• Environment Portfolio Plan 2015/18 Outcome 3: Enhancing Bromley's Parks & Green Spaces• Aims 3.1 – 3.9: Conserve and enhance Bromley's parks and green spaces including through the Wholly Managed Parks Service												
	Risk Management (what might prevent us achieving our outcomes/targets?)	<ul style="list-style-type: none">• Failure of control Japanese Knotweed leading to unbudgeted costs and reputational risk – mitigated by identifying and controlling the weed• Failure to maintain hedgerows leading to public complaints – mitigated by contract management / inspection												
	Critical ICT systems & Information Governance	<u>Critical ICT systems</u> <ul style="list-style-type: none">• CONFIRM: asset database; contractor management; public enquiries• Stat map Earthlight: for mapping• CONFIRM and iproc: contractor payments• Land Registry search <u>Information Governance</u> <ul style="list-style-type: none">• Asset information transparent through FOI• Information shared with Friends Groups (e.g. GM programmes)												
	Communications	<ul style="list-style-type: none">• Bromley.gov.uk; Japanese Knotweed, Rights of Way• FixMyStreet												
	Quality Systems	<ul style="list-style-type: none">• The Landscape Group (id Verde): 'Integrated Management System' accredited to ISO 9001, ISO 14001 & OHSAS 18001, and 'Performance Quality Monitoring System' in place• Southern Land Services: CIS6 registered, Members of BALI, Constructionline and Safecontractor												

	Contract Title	Arboricultural Maintenance			
Contract Background	Register Number	• 016267			
	Manager	• Julian Fowgies (<i>Principal Arboricultural Officer</i>)			
	Contractor(s)	• Gristwood & Toms			
	Term (start date, end date, extensions – current expiry date in bold)	<ul style="list-style-type: none"> Core Term: 18.07.08 to 17.07.17 Contract 9 years 			
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	• Arboricultural Contract Award (ELS08053): 28 May 2008			
	Description (Contract summary plus latest developments)	<p>The primary purpose of the service is to inspect and maintain the Council's tree stock which includes street trees, park trees, school trees and trees in conservation sites. The Council takes direct responsibility for:</p> <ul style="list-style-type: none"> inspecting 12,000 street, 7,000 parks and 2,500 school trees p.a. to identify trees which require remedial works under the contract and responding to public enquiries regarding the Council's tree stock <p>The Contract's key elements include:</p> <ul style="list-style-type: none"> completion of all remedial works issued replacing some 400 street trees (found to be in poor condition) p.a. <p>The Arboricultural service remains a directly managed Council function. A new Inspection regime has been adopted and a Tree Strategy is being drafted.</p>			
	Material Changes (significant changes since contract award)	<ul style="list-style-type: none"> Inspections were formerly the contractor's responsibility but are now undertaken by Council staff (2012) One-off Waiver to supply plant related to 2014/15 Water Meadows project (felling mature trees): £37,297. Other costs as per schedule of rates. 			
Financial Data	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<u>Statutory Basis</u> <ul style="list-style-type: none"> None <u>Legislative Compliance</u> <ul style="list-style-type: none"> Health and Safety at Work etc Act 1974, Section 3 (1) Management of Health and Safety at Work Regulations 1999 Occupiers Liability Act 1957 Occupiers Liability Act 1984 Countryside Rights of Way Act 2000 Highways Act 1980 Local Government (Miscellaneous Provisions) Act 1976 Compensation Act 2006 			
	Total Contract Value	• £5,119,740			
	Finance Notes	• None			
	2014/15	<ul style="list-style-type: none"> Latest Approved Budget: £498,420 Actual Spend (out-turn): £515,587 			
	2015/16	• Budget: £503,990			
Contract Monitoring	Contract Monitoring (Key outputs / outcomes compared with target)	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target
		Tree Planting	400	400	400
		Remedial Works (%)	100	88.98*	100
		Emergency Response (% within time) & number	100 / n/a	100 / 440	100 / n/a
		* some works identified in Q4 will be completed in Q1 of 2015/16			
Contract Monitoring	Benchmarking (comparative data / peer review etc)	<ul style="list-style-type: none"> LB Lambeth: £843k p.a. to manage ~60,000 trees (c/w LB Bromley: ~£500k p.a. for ~70,000 trees) London Tree Officers' Association Benchmarking Group (est. 2014) 			
	Customer Satisfaction & Complaints	<ul style="list-style-type: none"> Service Standard: RAG score consistently 'green' for 2014/15 (98.65%) Complaints data (stage 2): 7 (seven) Ombudsman referrals: 1 in 2014/15 (not upheld) 			

	Audits (Internal / External)	<ul style="list-style-type: none"> • None
Contract Management	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none"> • Bromley Biodiversity Plan 2015-2020 • Draft Tree Strategy 2015-2020 (and Tree Risk Management Strategy) • Highway Asset Management Plan • Bromley's Draft Development Control Plan
	Linked Services / Contracts	<p><u>Linked Services</u></p> <ul style="list-style-type: none"> • Highways • Parks • Education • Planning (Tree Preservation Orders and Development Control) <p><u>Linked Contracts</u></p> <ul style="list-style-type: none"> • Highway Maintenance: Minor & Reactive Work • Highway Maintenance: Major Works • Street Lighting: Maintenance and Improvement • Soft Landscaping Works • Grounds Maintenance
	Portfolio Plan Reference	<ul style="list-style-type: none"> • Environment Portfolio Plan Outcome 3: Enhancing Bromley's Parks & Green Spaces • Aims 3.4: Maintain Bromley's publically owned tree stock
	Risk Management (what might prevent us achieving our outcomes/targets?)	<ul style="list-style-type: none"> • Failure to ensure that trees are managed as safely as reasonably practicable leading to reputational damage and financial liabilities – mitigated through this contract • Failure of contractor to provide sufficient resources to undertake remedial works – mitigated by contract monitoring
	Critical ICT systems & Information Governance	<p><u>Critical ICT Systems</u></p> <ul style="list-style-type: none"> • CONFIRM: asset database; contractor management; public enquiries • Statmap Earthlight: for mapping • CONFIRM and iproc: contractor payments <p><u>Information Governance</u></p> <ul style="list-style-type: none"> • Asset information transparent through FOI
	Communications	<ul style="list-style-type: none"> • LB Bromley web presence to promote the service • Tree Symposium (18 March 2015) – launched 'Tree Friends' • Public interface: Customer Service Centre and FixMyStreet
	Quality Systems	<ul style="list-style-type: none"> • Quality systems: ISO 9001 (2008); CHAS; OHSAS 18001; ISO 14001; Trust Mark; & Exor Gold

	Contract Title	Grounds Maintenance
Contract Background	Register Number	• 11545
	Manager	• Robert Schembri (<i>Greenspace Contracts Manager</i>)
	Contractor(s)	• The Landscape Group Ltd (TLG)
	Term (start date, end date, extensions – current expiry date in bold)	<ul style="list-style-type: none"> • Core Term: 01.01.08 to 31.12.17 (ten year awarded) • 1st Extension 31.03.19 • Contract 10 + 1 year 3 months
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	<ul style="list-style-type: none"> • Grounds Maintenance Contracts – Strategy And Re-Tendering Proposals (E&L PDS 11/06-4) • Waiver Report (ES15021) extended the contract to 31/03/19
	Description (Contract summary plus latest developments)	<ul style="list-style-type: none"> • Responsible for maintaining some 156 parks, recreation grounds and open spaces, including 3,000 acres of open space and 71 play areas plus the cemeteries' service and the highway green maintenance including maintaining grass verges & shrubs. • TLG also deliver non-routine works and purchase the borough's plants (also see Soft Landscaping Contracts). • Contract covers the following (31 of which contain running water) <ul style="list-style-type: none"> ○ 54 local open spaces, ○ 41 natural parks/open spaces ○ 24 multi-purpose parks, ○ six ornamental/formal town parks ○ 12 sports grounds, ○ 20 ball courts ○ six skateboard facilities ○ 17 basketball sites ○ five youth shelters ○ two outdoor gyms ○ two paddling pools ○ three sand pits ○ one boating pond ○ two fishing lakes ○ 23 locations for Football, Rugby, Cricket and Bowls ○ management of eight closed Churchyards and seven open Cemeteries • Report ES15021 extended the term of existing contract to 31.03.19 and also outsourced part of the Parks Management function to the TLG.
	Material Changes (significant changes since contract award)	<ul style="list-style-type: none"> • Lake dredging was removed in year one • One paddling pool converted to a sand pit • Two additional sandpits installed (Crystal Palace and Church Ho. Gdns)
	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<u>Statutory Basis</u> <ul style="list-style-type: none"> • Duty to maintain woodland sites and SINCS • Burial duty (where the Council has space) <u>Legislative Compliance</u> <ul style="list-style-type: none"> • Health and Safety at Work etc Act 1974, Section 3 (1) • Management of Health and Safety at Work Regulations 1999 • Occupiers Liability Act 1957 • Occupiers Liability Act 1984 • Countryside Rights of Way Act 2000 • Highways Act 1980
Financial Data	Total Contract Value	• £26,100,000 (+£3.7m extension value)
	Finance Notes	• None
	2014/15	<ul style="list-style-type: none"> • Latest Approved Budget: £2,946,340 (offset by income from contractor and schools - £158,470) • Actual Spend (out-turn): £2,944,173 (offset by income from contractor and schools - £152,276)
	2015/16	• Budget: £2,818,090

Contract Monitoring	Contract Monitoring (Key outputs / outcomes compared with target)	<table><tr><th>Monitoring Metrics</th><th>2014/15 target</th><th>2014/15 actual</th><th>2015/16 target</th></tr><tr><td>Service response times to customer enquiries (%)</td><td>95</td><td>92.72</td><td>95</td></tr><tr><td>External grants + partnership funding (£)</td><td>-</td><td>337k 127k</td><td>-</td></tr><tr><td>Quality Assessment Inspections</td><td>-</td><td>71</td><td>73</td></tr></table>	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target	Service response times to customer enquiries (%)	95	92.72	95	External grants + partnership funding (£)	-	337k 127k	-	Quality Assessment Inspections	-	71	73
	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target														
	Service response times to customer enquiries (%)	95	92.72	95														
	External grants + partnership funding (£)	-	337k 127k	-														
Quality Assessment Inspections	-	71	73															
Benchmarking (comparative data / peer review etc)	<ul style="list-style-type: none">• 2008 comparison with other London boroughs• London Benchmarking Group																	
Customer Satisfaction & Complaints	<ul style="list-style-type: none">• Surveys: part of new contract arrangements• Ombudsman referrals: 1 - unsuccessful																	
Audits (Internal / External)	<ul style="list-style-type: none">• Contract management audit (May 2015)																	
Contract Management	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none">• Parks & Greenspace Strategy (inc. Cemeteries Policy & Objectives; Environmental Education; and Communities)• Bromley Biodiversity Plan 2015-2020• Forestry Strategy and Annual Plan• Play Strategy and Annual Plan (Playgrounds)• Delegated (Outside Sports) Strategy• Playing Field Strategy• Tree Strategy• Annual Fundraising Plan																
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none">• Parks <u>Linked Contracts</u> <ul style="list-style-type: none">• Soft Landscaping Contract• Arboricultural Contract• Park Security Contract• Play Equipment Maintenance Contract• Minor Highways Contract																
	Portfolio Plan Reference	<ul style="list-style-type: none">• Environment Portfolio Plan Outcome 3: Enhancing Bromley's Parks & Green Spaces• Aims 3.1 – 3.9 Conserve and enhance Bromley's parks and green spaces including through the Wholly Managed Parks Service																
	Risk Management (what might prevent us achieving our outcomes/targets?)	<ul style="list-style-type: none">• Failure to check playground safety and cleanliness leading to injuries and claims – mitigated by daily contractor checks• Failure to maintain grass verges & shrubs leading to public complaints – mitigated by contract management / inspection																
	Critical ICT systems & Information Governance	<u>Critical ICT systems</u> <ul style="list-style-type: none">• CONFIRM: asset database; contractor management; public enquiries• Statmap Earthlight: for mapping• CONFIRM and iproc: contractor payments• Land Registry search <u>Information Governance</u> <ul style="list-style-type: none">• Asset information transparent through FOI• Information shared with Friends Groups (e.g. GM programmes)																
	Communications	<ul style="list-style-type: none">• Bromley.gov.uk information to advertise Cemetery Fees etc																
	Quality Systems	<ul style="list-style-type: none">• Quality Assurance: 'Integrated Management System' accredited to ISO 9001, ISO 14001 and OHSAS 18001 and 'Performance Quality Monitoring System' in place																

	Contract Title	Park Security			
Contract Background	Register Number	• 025902			
	Manager	• Toby Smith (<i>Parks & Infrastructure Manager</i>)			
	Contractor(s)	• Ward Security			
	Term (start date, end date, extensions – current expiry date in bold)	<ul style="list-style-type: none"> Core Term: 01.04.10 to 31.03.20 Contract 10 years 			
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	• Original Contract Report: Environment PDS: Dec 2009 (ES 09153)			
	Description (Contract summary plus latest developments)	<ul style="list-style-type: none"> The contract provides a high visibility security presence to reassure and protect users of our parks and open spaces – ensuring these areas remain safe places for people to enjoy their leisure time. Ward Security (using vehicles and trained security and drugs dogs) operate 365 days a year, during park opening hours, dealing with all types of anti-social behaviour (dangerous dogs, criminal damage, illegal vehicle incursions, drunken behaviour) and provide a friendly, reassuring presence for the well-being of all park users and also close park gates at dusk. The current trial to use Ward Security for on-street dog fouling patrols may be extended during 2015/16 			
	Material Changes (significant changes since contract award)	• Addition of Street Litter Enforcement to Parks Security contract (20 January 2014)			
Financial Data	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<u>Statutory Basis</u> <ul style="list-style-type: none"> None <u>Legislative Compliance</u> <ul style="list-style-type: none"> Clean Neighbourhoods & Environment Act 2005 Environment Protection Act 1990 Countryside and Rights of Way Act 2000 (as amended) 			
	Total Contract Value	• £4,130,000			
	Finance Notes	• None			
	2014/15	<ul style="list-style-type: none"> Latest Approved Budget: £481,940 Actual Spend (out-turn): £478,170 			
Contract Monitoring	2015/16	• Budget: £489,170			
	Contract Monitoring (Key outputs / outcomes compared with target)	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target
		Percentage of priority incidents attended (%)	100	100	100
		Number of park infrastructure defects reported	n/a	428	n/a
		Number of Community / events undertaken	12	12	12
		Incidents of adult ASB dealt with	n/a	617	n/a
		Number of Traveller incursions	n/a	15	n/a
		Crimes reported to Metropolitan Police	n/a	58	n/a
		An Annual Report (calendar year) is provided by Ward Security reviewing progress including data on Incidents; Patrols; Hours worked; Staff; Operations; and Dog Assessments. Data is also broken down on a monthly basis by category (e.g. anti-social behaviour) and also by park			

Contract Monitoring	Benchmarking (comparative data / peer review etc)	<ul style="list-style-type: none"> No data available
	Customer Satisfaction & Complaints	<ul style="list-style-type: none"> Surveys: Annual satisfaction and awareness survey conducted by Ward Security staff during the summer months (not undertaken by dog handlers). Face-to-face surveys conducted on location and contract manager receives summary report which identifies issues. Stage 2 (Escalated) complaint numbers: Nil Ombudsman referrals: Nil
	Audits (Internal / External)	<ul style="list-style-type: none"> Audit of security of personal data in relation to Fixed Penalty Notices
Contract Management	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none"> Parks & Greenspace Strategy
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> Parks Service Public Protection Street Cleansing Street Enforcement <u>Linked Contracts</u> <ul style="list-style-type: none"> Street Enforcement
	Portfolio Plan Reference	<ul style="list-style-type: none"> Environment Portfolio Plan Outcome 3: Enhancing Bromley's Parks & Green Spaces Aims 3.5: Manage the Parks Security Contract
	Risk Management (what might prevent us achieving our outcomes/targets?)	<ul style="list-style-type: none"> Failure to provide a parks security service resulting in residents feeling unsafe and not using the parks – mitigated by the security presence Failure by contractor to provide sufficient resources leading to reduced security – mitigated by daily monitoring by client
	Critical ICT systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> Incident Report Form App <u>Information Governance</u> <ul style="list-style-type: none"> Data Protection Act 1998 applies to the security of personal data in relation to Fixed Penalty Notices (this is audited)
	Communications	<ul style="list-style-type: none"> Ward Security officers provide face-to-face communication with public 12 community events (minimum) inc. 'Be a responsible dog owner' Community fetes attended in parks / commons throughout the year Ward Website
	Quality Systems	<u>Ward Security certifications</u> include: <ul style="list-style-type: none"> Security Industry Authority's Approved Contractor Scheme (ACS) 'Investors in People' Gold ISO 9001, ISO 14001 & BS OHSAS 18001 SAFE Contractor Scheme / CHAS

	Contract Title	Playground Maintenance			
Contract Background	Register Number	• 016235			
	Manager	• Rob Schembri (<i>Greenspace Contracts Manager</i>)			
	Contractor(s)	• Safeplay			
	Term (start date, end date, extensions – current expiry date in bold)	<ul style="list-style-type: none"> • Core Term: 01.01.08 to 31.12.13 • 1st extension: 1 year from 01.01.14 to 31.12.14 • 2nd extension: 3 years from 01.01.15 to 31.12.17 • Contract 6 + 2 + 2 years 			
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	<ul style="list-style-type: none"> • Original Contract Report: E&LS PH 10/07-2 • Extension Reports: <ul style="list-style-type: none"> ○ 1st extension by waiver (January 2014) ○ 2nd extension agreed by head of service through official letter 			
	Description (Contract summary plus latest developments)	<ul style="list-style-type: none"> • The playground maintenance contract is for the inspection, servicing, and repair of the Borough's 67 equipped play areas • Also the inclusion of the annual safety inspection of all parks, woodlands, cemeteries, & closed churchyards 			
	Material Changes (significant changes since contract award)	<ul style="list-style-type: none"> • Two additional play areas have been created since the contract start and additional sites added for the safety inspection • In 2014 the RPI annual increase was frozen for the rest of the term 			
	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<u>Statutory Basis</u> <ul style="list-style-type: none"> • Occupiers Liability Act 1984 <u>Legislative Compliance</u> <ul style="list-style-type: none"> • Disability Discrimination Act 2005 • Health & Safety at work Etc Act 1974 • Management of Health & Safety at Work Regulations 2006 • Workplace (Health, Safety & Welfare) Regulations 1992 • Commons Act 2006 • Playground Standards (BS EN 1176:2008 & BS EN 1177:2008) • Bromley Byelaws for Parks 			
Financial Data	Total Contract Value	• £369,300 + £74,640 + £228,675			
	Finance Notes	• None			
	2014/15	<ul style="list-style-type: none"> • Latest Approved Budget: £76,500 • Actual Spend (out-turn): £76,226 			
	2015/16	• Budget: £77,650			
Contract Monitoring	Contract Monitoring (Key outputs / outcomes compared with target)	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target
		Defaults issues	5	0	5
		Annual independent inspection – sites identified as high risk	1	0	1
	Benchmarking (comparative data / peer review etc)	• None			
	Customer Satisfaction & Complaints	<ul style="list-style-type: none"> • Surveys: 2014/15 Outdoor gyms • Public consultations 2014/15: Whitehall Recreation Ground Play area 			
Contract Management	Audits (Internal / External)	• None			
	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none"> • Play Strategy • Health & Wellbeing Strategy 			
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> • Corporate Health & Safety • Parks and Open Spaces • Bromley's Local Plan • Schools • Youth Services 			

		<u>Linked Contracts</u> <ul style="list-style-type: none"> • Parks Security (Toby Smith/025902) • Grounds Maintenance (Robert Schembri/11545) • Arboriculture (Julian Fowgies/016267) • Soft Landscaping Works (Robert Schembri/no contract number)
	Portfolio Plan Reference	<ul style="list-style-type: none"> • Environment Portfolio Plan Outcome 3: Enhancing Bromley's Parks & Green Spaces • Aims 3.7: Maintain the borough's play areas
	Risk Management (<i>what might prevent us achieving our outcomes/targets?</i>)	<ul style="list-style-type: none"> • Failure to maintain our equipped play areas in a safe condition leading to slips, trips and falls and subsequent insurance claims – mitigated by inspections and repairs
	Critical ICT systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> • Database record of all Playground Equipment <u>Information Governance</u> <ul style="list-style-type: none"> • None
	Communications	<ul style="list-style-type: none"> • FixMyStreet
	Quality Systems	<ul style="list-style-type: none"> • Safeplay adheres to the standards of BS EN 1176; BS EN 1177; BS EN 15312 for MUGAs and BS EN 14974 (2006) for Wheel Play Skate Ramps

	Contract Title	Street Environment Lot 1: Street Cleaning			
Contract Background	Register Number	• 037022			
	Manager	• Peter McCready (<i>Head of Area Management</i>)			
	Contractor(s)	• Kier Services Ltd			
	Term (start date, end date, extensions – current expiry date in bold)	• Core Term: 29.03.12 to 28.03.17 • Contract 5 years (option for a two year extension)			
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	• Contract Award Report: ES 11123 / RES11150 • Annual Contract Review: Env. PDS 17 March 2015 (ES 15004) • Option for extension of Street Environment Contract: Env. PDS 7 July 2015 (ES 15045)			
	Description (Contract summary plus latest developments)	• Forms part of the Street Environment Contract. • The contract deals with day-to-day routine street cleaning activities and response to service requests incorporating such operations as mechanical and manual sweeping, fly-tipping and fly-poster removal, emptying and replacement of street litter bins, weed control, autumn leafing, and in the event of severe winter weather – snow clearance and salting of pavements. • A report (ES15045) recommending that this contract (and the other two Street Environment lots) be extended to 28.03.19 (July 2015 Environment PDS for scrutiny and Executive for decision) to make it – co-terminus with Waste, Grounds Maintenance and both Highways contracts			
	Material Changes (significant changes since contract award)	• Material Changes: None			
Regulatory requirement (Statutory basis for service provision & legislative compliance)	Statutory Basis • Environmental Protection Act 1990 – duty as Principal Litter Authority to remove refuse and litter from public areas Legislative Compliance • Health & Safety at Work etc. Act 1974				
Financial Data	Total Contract Value	• £15,798,212			
	Finance Notes	• None			
	2014/15	• Latest Approved Budget: £3,352,140 • Actual Spend (out-turn): £3,312,122			
	2015/16	• Budget: £3,393,670			
Contract Monitoring	Contract Monitoring (Key outputs / outcomes compared with target)	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target
		NI 195a Litter (% of streets below standard)	6	5.6	6
		NI 195b Detritus (% of streets below standard)	8	3.6	8
		Public satisfaction with cleanliness (%): o Street o Neighbourhood o Town Centre	65 65 70	71 88 90	70 70 75
		Streets meeting acceptable cleanliness standards (%)	95	97.6	95

Contract Monitoring	Benchmarking (comparative data / peer review etc)	<ul style="list-style-type: none"> NI 195 data is submitted each quarter to London Councils and benchmarking reports can be produced
	Customer Satisfaction & Complaints	<ul style="list-style-type: none"> A public satisfaction survey is undertaken annually by an independent consultant under the street cleaning contract. The 2014/15 data is based on a survey undertaken in August 2014 which showed high levels of satisfaction, albeit slightly lower satisfaction than in the August 2013 survey Contractor performance ('Streets meeting acceptable cleanliness standards') measured by client officers undertaking inspections of routine scheduled activities, based upon contractual cleaning frequencies for each street
	Audits (Internal / External)	<ul style="list-style-type: none"> The tendering process was audited by Internal Audit (two years after contract award) ENV/058/01/2014 – Street Cleansing Audit for 2014-15
Contract Management	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none"> Street Care Plan (Pete McCready / Toby Smith / John Woodruff); this draft plan's purpose is to join-up policy and resources in respect of caring for the borough's streets, and in particular with regard to education, enforcement and street care operations. Winter Service Policy Waste Strategy
	Linked Services / Contracts	<p><u>Linked Services</u></p> <ul style="list-style-type: none"> Waste Collection and Disposal service Graffiti removal service (fly posters) <p><u>Linked Contracts</u></p> <ul style="list-style-type: none"> Street Environment: Lot 2 - Graffiti Removal Street Environment: Lot 4 - Cleaning of Highway Drainage Infrastructure Gully cleansing Waste Collection Disposal
	Portfolio Plan Reference	<ul style="list-style-type: none"> Environment Portfolio Plan Outcome 1: Improving the Street Environment Aims 1.1 to 1.6 inclusive: To sustain street care improvements
	Risk Management (what might prevent us achieving our outcomes/targets?)	<ul style="list-style-type: none"> Failure to maintain clean streets leading to public dissatisfaction - mitigated by active monitoring of contractor performance and defaults Failure to meet our statutory duty to keep the streets clean – mitigated by ensuring that street cleaning frequencies are appropriate to the land use types and actively monitored by inspectors Contractor failure due to poor performance – mitigated by ability to terminate the contract before full term and retender to re-establish required standards of performance Increase in fly-tipping – mitigated by lump-sum contract payment (i.e. there is no increase cost if fly-tipping incidents increase). However, this impacts on waste disposal costs.
	Critical ICT systems & Information Governance	<p><u>Critical ICT Systems</u></p> <ul style="list-style-type: none"> Nautoguide CONFIRM <p><u>Information Governance</u></p> <ul style="list-style-type: none"> Customer details (e.g. home contact information) is acquired and protected through handheld devices being encrypted
	Communications	<ul style="list-style-type: none"> FixMyStreet allows residents to notify the Council of street cleaning issues and also through the Customer Contact Centre Work being undertaken to put street cleaning schedules on bromley.gov.uk
	Quality Systems	<ul style="list-style-type: none"> Accreditations include ISO9001

	Contract Title	Street Environment Lot 2: Graffiti Removal			
Contract Background	Register Number	• 037023			
	Manager	• Peter McCready (<i>Head of Area Management</i>)			
	Contractor(s)	• Community Clean			
	Term (start date, end date, extensions – current expiry date in bold)	<ul style="list-style-type: none"> Core Term: 29.03.12 to 28.03.17 Contract 5 years (option for a two year extension) 			
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	<ul style="list-style-type: none"> Contract Award Report: ES 11123 / RES11150 Annual Contract Review: Env. PDS 17 March 2015 (ES 15004) Graffiti Removal Policy Report: ELS 07046 17 April 2007 Option for extension of Street Environment Contract: Env. PDS 7 July 2015 (ES 15045) 			
	Description (Contract summary plus latest developments)	<ul style="list-style-type: none"> Removal of items of graffiti visible from the highway and within 50m of Street Boundary, on public or private property either as reactive or proactive work. Works will also include removal of fly-posters, chewing gum and paint spillages and other stain removal works. Proposal for stain removal within the Bromley North Village Public Realm Improvement subject to consideration/funding by Renewal & Recreation potential for inclusion with Bromley BID specification. 			
	Material Changes (significant changes since contract award)	• None			
Financial Data	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<u>Statutory Basis</u> <ul style="list-style-type: none"> None <u>Legislative Compliance</u> <ul style="list-style-type: none"> Clean Neighbourhoods & Environment Act (for serving notices) 			
	Total Contract Value	• £1,221,800			
	Finance Notes	• None			
	2014/15	<ul style="list-style-type: none"> Latest Approved Budget: £244,360 Actual Spend (out-turn): £247,753 			
	2015/16	• Budget: £248,020			
Contract Monitoring	Contract Monitoring (Key outputs / outcomes compared with target)	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 targets
		NI 195c Street & Environmental Cleanliness Survey: Graffiti (% of streets below standard)	1	0.5	1
		Public satisfaction* with cleanliness (%): ○ Street ○ Neighbourhood ○ Town Centre	65 65 70	71 88 90	70 70 75
		Percentage reported incidents removed within two working days (%)	95	93**	95
		Percentage reported incidents removed within one week (%)	98	97**	98
		* An element of this score relates to perception of the presence of graffiti ** Calculated using a representative sample for the year			
	Benchmarking (comparative data / peer review etc)	• NI 195 data is submitted each quarter to London Councils and benchmarking reports can be produced			
	Customer Satisfaction & Complaints	• A public satisfaction survey is undertaken annually by an independent consultant under the street cleaning contract. The 2014/15 data is based			

		<p>on an August 2014 survey which showed high levels of satisfaction in respect of graffiti</p> <ul style="list-style-type: none"> • Contractor performance measured by timescales for reactive graffiti removal
	Audits (Internal / External)	<ul style="list-style-type: none"> • None
Contract Management	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none"> • Street Care Plan (Pete McCready / Toby Smith / John Woodruff): This draft plan's purpose is to join-up policy and resources in respect of caring for the borough's streets, and in particular with regard to education, enforcement and street care operations.
	Linked Services / Contracts	<p><u>Linked Services</u></p> <ul style="list-style-type: none"> • Street Cleansing service (Fly Posters) <p><u>Linked Contracts</u></p> <ul style="list-style-type: none"> • Street Environment: Lot 1 - Street Cleaning (Fly posting)
	Portfolio Plan Reference	<ul style="list-style-type: none"> • Environment Portfolio Plan Outcome 1: Improving the Street Environment • Aims 1.1 to 1.6 inclusive: To sustain street care improvements
	Risk Management (what might prevent us achieving our outcomes/targets?)	<ul style="list-style-type: none"> • Failure to remove graffiti leading to public dissatisfaction and potentially increased fear of crime - mitigated by active monitoring of contractor performance and proactive removal • Contractor failure due to poor performance – mitigated by ability to terminate the contract before full term and retender to re-establish required standards of performance
	Critical ICT systems & Information Governance	<p><u>Critical ICT Systems</u></p> <ul style="list-style-type: none"> • Nautoguide • CONFIRM <p><u>Information Governance</u></p> <ul style="list-style-type: none"> • Customer details (e.g. home contact information) is acquired and protected through handheld devices being encrypted
	Communications	<ul style="list-style-type: none"> • FixMyStreet allows residents to notify the Council of graffiti issues and also through the Customer Contact Centre • Bromley.gov.uk promotes fact that the Council removes graffiti from private property free-of-charge
	Quality Systems	<ul style="list-style-type: none"> • Accreditations include: ISO 9001 and ISO14001

	Contract Title	Street Environment Lot 4: Cleaning of Highway Drainage Infrastructure, Gully Cleansing															
Contract Background	Register Number	• 037025															
	Manager	• Peter McCready (Head of Area Management)															
	Contractor(s)	• Veolia Environmental Services UK Ltd															
	Term (start date, end date, extensions – current expiry date in bold)	• Core Term: 29.03.12 to 28.03.17 • Contract 5 years (option for a two year extension)															
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	• Contract Award Report: ES 11123 / RES11150 • Annual Contract Review: Env. PDS 17 March 2015 (ES 15004) • Option for extension of Street Environment Contract: Env. PDS 7 July 2015 (ES 15045)															
	Description (Contract summary plus latest developments)	• Annual planned cleansing programme of all highway drainage infrastructure including carrying out a range of other tasks such as drainage condition surveys using CCTV, the provision and disposal of sandbags, attendance in storm conditions and at times of a major flooding incident, and the removal of items lost by the public in the highway drainage infrastructure.															
	Material Changes (significant changes since contract award)	• None															
	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<u>Statutory Basis</u> • Highways Act 1980 (Duty to maintain the highway) <u>Legislative Compliance</u> • Health & Safety at Work etc Act 1974															
Financial Data	Total Contract Value	• £1,463,538															
	Finance Notes	• None															
	2014/15	• Latest Approved Budget: £292,710 • Actual Spend (out-turn): £292,326															
	2015/16	• Budget: £297,090															
Contract Monitoring	Contract Monitoring (Key outputs / outcomes compared with target)	<table><tr><th>Monitoring Metric</th><th>2014/15 target</th><th>2014/15 actual</th><th>2015/16 targets</th></tr><tr><td>% Completion of quarterly programme of cyclic cleaning of assets; Gullies</td><td>75</td><td>74.35</td><td>75</td></tr><tr><td>% Completion of quarterly programme of cyclic cleaning of assets; Soakaways</td><td>75</td><td>77.8</td><td>75</td></tr></table>				Monitoring Metric	2014/15 target	2014/15 actual	2015/16 targets	% Completion of quarterly programme of cyclic cleaning of assets; Gullies	75	74.35	75	% Completion of quarterly programme of cyclic cleaning of assets; Soakaways	75	77.8	75
	Monitoring Metric	2014/15 target	2014/15 actual	2015/16 targets													
	% Completion of quarterly programme of cyclic cleaning of assets; Gullies	75	74.35	75													
	% Completion of quarterly programme of cyclic cleaning of assets; Soakaways	75	77.8	75													
	Benchmarking (comparative data / peer review etc)	• None															
Customer Satisfaction & Complaints	• A public satisfaction survey is undertaken annually by an independent consultant under the street cleaning contract but gully cleansing not separately identified																
Audits (Internal / External)	• None																

Contract Management	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none"> • Winter Service Policy & Plan • Surface Water Management Plan
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> • Street cleaning • Highway Maintenance <u>Linked Contracts</u> <ul style="list-style-type: none"> • Street Cleansing (Peter McCready/037022) • Highways Minor Reactive
	Portfolio Plan Reference	<ul style="list-style-type: none"> • Environment Portfolio Plan Outcome 1: Improving the Street Environment • Aims 1.1 – 1.6: To sustain street care improvements
	Risk Management (<i>what might prevent us achieving our outcomes/targets?</i>)	<ul style="list-style-type: none"> • Failure to clean gullies leading to increased flood risk to highways and private property also leading to public dissatisfaction and insurance claims - mitigated by active contractor performance monitoring and defaults system • Contractor failure due to poor performance – mitigated by ability to terminate the contract before full term and retender to re-establish required standards of performance
	Critical ICT systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> • Nautoguide • CONFIRM <u>Information Governance</u> <ul style="list-style-type: none"> • Customer details (e.g. home contact information) is acquired and protected through handheld devices being encrypted
	Communications	<ul style="list-style-type: none"> • FixMyStreet allows residents to notify the Council of gulley issues and also through the Customer Contact Centre • Bromley.gov.uk promotes fact that the Council cleans gullies
	Quality Systems	<ul style="list-style-type: none"> • Awards & Accreditation include: ISO9001 and ISO14001

	Contract Title	Highway Maintenance – Minor & Reactive			
Contract Background	Register Number	• 025400			
	Manager	• Peter McCready (<i>Head of Area Management</i>)			
	Contractor(s)	• O'Rourke Construction & Surfacing Ltd			
	Term (start date, end date, extensions – current expiry date in bold)	<ul style="list-style-type: none"> • Core Term: 01.07.10 to 30.06.17 • Contract 7 years + 12 month option to extend 			
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	• Contract Award Report (ES 10043) 23 February 2010			
	Description (Contract summary plus latest developments)	<ul style="list-style-type: none"> • The service deals with day-to-day frontline highway safety issues including minor reactive repairs to the fabric of the highway. In practice this involves carriageway, footway and street furniture (excluding street-lighting) repairs. The contract also includes works to the highway drainage infrastructure. Small traffic scheme installations (e.g. pedestrian crossings funded by TfL) use this contract. Contract supports the Winter Service Policy & Plan (both carriageway and footways). Contract deals with Emergency & out-of-hours call-out service. • Consideration being given to future contract arrangements post expiry – potentially aggregating with other street care service contracts • A report to consider an extension (allowed under the terms of the contract) will be provided to Members in 2015/16 Q3 			
	Material Changes (significant changes since contract award)	• None			
	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<u>Statutory Basis</u> <ul style="list-style-type: none"> • Highways Act 1980: section 41 Duty to maintain the highway <u>Legislative Compliance</u> <ul style="list-style-type: none"> • Health & Safety at Work etc. Act 1974 			
Financial Data	Total Contract Value	• £17,000,000			
	Finance Notes	• Contract value changes as subject to external funding e.g. TfL and DfT			
	2014/15	<ul style="list-style-type: none"> • Latest Approved Budget: £3,103,470 • Actual Spend (out-turn): £2,968,987 			
	2015/16	• Budget: £2,854,210			
Contract Monitoring	Contract Monitoring (Key outputs / outcomes compared with target)	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target
		% Completion of reactive minor works orders within stated timescales/priority	>90	85	>90
		% Compliance with London Permit Scheme (occupation of the highway)	>95	85	>95
	Benchmarking (comparative data / peer review etc)	• ALARM survey			
	Customer Satisfaction & Complaints	• Done in respect of construction of vehicle crossovers			
	Audits (Internal / External)	<ul style="list-style-type: none"> • Tendering process was audited by Internal Audit (two years after contract award) • Review Of Highways Maintenance Audit For 2012-13 (10 September 2013) ES/025/01/2012.bf 			

Contract Management	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none"> • Winter Service Plan • Highway Asset Management Plan
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> • Highways Service • Winter Service (Street Cleaning, Grounds Maintenance, and Waste contractors) <u>Linked Contracts</u> <ul style="list-style-type: none"> • Highways Major Contract
	Portfolio Plan Reference	<ul style="list-style-type: none"> • Environment Portfolio Plan Outcome 4: Managing our Transport Infrastructure • Aims 4.3, 4.4, & 4.6: To continue invest in timely and effective way in the quality of our roads, pavements and to maintain the value of the highway asset
	Risk Management (<i>what might prevent us achieving our outcomes/targets?</i>)	<ul style="list-style-type: none"> • Failure to maintain the Highway leading to personal injury and/or vehicular damage leading to public dissatisfaction and insurance claims - mitigated by active contractor performance monitoring • Contractor failure due to poor performance – mitigated by provision to issue defaults and ultimately ability to terminate the contract before full term and retender to re-establish required standards of performance
	Critical ICT systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> • CONFIRM <u>Information Governance</u> <ul style="list-style-type: none"> • Customer details (e.g. home contact information) is acquired and protected through handheld devices being encrypted
	Communications	<ul style="list-style-type: none"> • FixMyStreet allows residents to notify the Council of Highways maintenance issues and also through the Customer Contact Centre • Bromley.gov.uk promotes highway repair service standards and vehicle cross over applications
	Quality Systems	<ul style="list-style-type: none"> • Accreditations include Contractors Health & Safety

	Contract Title	Waste Collection & Management Contract
Contract Background	Register Number	<ul style="list-style-type: none"> • 11525 & 11526
	Manager	<ul style="list-style-type: none"> • John Woodruff (<i>Head of Waste Services</i>)
	Contractor(s)	<ul style="list-style-type: none"> • Veolia Environmental Services Ltd
	Term (start date, end date, extensions – current expiry date in bold)	<ul style="list-style-type: none"> • Collection: 01.11.01 – 31.03.19 • Disposal: 24.02.02 – 31.03.19 • Collection element 7 + 7 + 3 years 4 months • Disposal element 14 + 3 years 4 months
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	<ul style="list-style-type: none"> • Integrated Waste Collection & Management Contract Report (ES01378 – 8 August 2001) (Part 2) to award contract • Collection contract extended in 2007 (ELS07130 – 28 August 2007) (Part 2 report) to align with disposal • Collection and Disposal contracts both extended in 2011 (ES11128 – 16 November 2011) (Part 2 report) to realise service efficiencies
	Description (Contract summary plus latest developments)	<ul style="list-style-type: none"> • The collection and disposal of municipal (domestic and trade) waste through a comprehensive door-to-door refuse and recycling service, bring banks and Reuse & Recycling Centres – contracted to VES Ltd. Contract is based on a need both to provide value for money customer services and to reduce the amount of waste which is landfilled. The service has shown flexibility and progress having commenced with 90% of waste going to landfill and now ~50% is recycled. Innovations include the introduction of separate collections for glass/cans/plastics and food waste, a wheeled bin green garden waste service, re-engineering the HWRCs and expanding the range of materials which can be recycled. • Future considerations include contractual arrangements post-2019, focussing on landfill alternatives for unavoidable residual waste, and further exploration of options to maximise kerbside collection efficiency.
	Material Changes (significant changes since contract award)	<ul style="list-style-type: none"> • Introduction of Green Garden Waste Satellite sites (Report ES03385: 14 January 2004) – including policy that HHW collections exclude GW • Waldo Road HWRC Redevelopment (ES04082: 30 March 2004) • Introduction of Compulsory Recycling 'Recycling for All' (2006) • Change to Co-collection of Glass / Cans and Plastic Bottles (<i>removing green box separators</i>) (2007) • Kerbside food waste collection service / alternate week refuse collections (Report ES10077: 1 September 2010) • Kerbside GWW Wheeled Bin Service (ES11108: 14 December 2011) • Kerbside collection service / alternate week paper collections (Report ES14081: 18 February 2015)
Financial Data	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<p><u>Statutory Basis</u></p> <ul style="list-style-type: none"> • Duty on Waste Collection Authorities (WCAs) to collect residual waste (EPA 1990 Ch. 43 Part 2) • Duty on WCA to collect three items for recycling (Household Waste Recycling Act 2003) • Duty under Waste Regulations (England & Wales) 2011 requires separate kerbside collection of paper, glass, metals and plastics • Duty on WCAs to provide free-to-use household waste recycling facilities 'reasonably accessible to persons resident in the area' • Duty to dispose of Municipal Waste (EPA 1990) <p><u>Legislative Compliance</u></p> <ul style="list-style-type: none"> • Duty of Care • Defines types of waste for which a collection / disposal charge may be made (The Controlled Waste (England & Wales) Regulations 2012)
	Total Contract Value	<ul style="list-style-type: none"> • Collection: £37.3m + £64.6m + £26.1m • Disposal: £160.5m + £27.5m
	Finance Notes	<ul style="list-style-type: none"> • None
	2014/15	<ul style="list-style-type: none"> • Latest Approved Budget: <ul style="list-style-type: none"> • Collection: £9,063,640 • Disposal: £11,862,480

	2014/15	<ul style="list-style-type: none"> Actual Spend (out-turn): <ul style="list-style-type: none"> Collection: £8,925,919 Disposal: £12,024,719 			
	2015/16	<ul style="list-style-type: none"> Budget: <ul style="list-style-type: none"> Collection: £8,834,570 Disposal: £12,434,030 			
Contract Monitoring	Contract Monitoring (Key outputs / outcomes compared with target)	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target
		Household waste recycled/ composted (%) NI 192	51	49	49
		Municipal waste landfilled (%) NI 193	23	27	26
		Residual waste per household (kg)	440	464	450
		Total waste arising (refuse & recycling) (tonnes)	n/a	144,660	145,000
		Missed bins (/000,000)	80	78	60
		Green Garden Waste Collection Service (number of paying customers)	15,000	16,106	17,500
	Benchmarking (comparative data / peer review etc)	<ul style="list-style-type: none"> Recycling rate (%) Waste to landfill (%) Residual waste per household (kg) Total waste arising (refuse & recycling) (t) <i>National metrics based on DEFRA Waste Data Flow 2014/15</i>			
	Customer Satisfaction & Complaints	<ul style="list-style-type: none"> Complaints data held Departmentally Ombudsman referrals (none lost) 			
	Audits (Internal / External)	<ul style="list-style-type: none"> 2009/10 – ENV/003/01/2009 (6 May 2010) 2010/11 – ENV/003/01/2010.bf (29 June 2011) 2012/13 – ENV/003/01/2012.bf (20 January 2014) 2014/15 – ENV/003/01/2014 (19 May 2015) 			
Contract Management	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none"> Bromley's Draft Development Control Plan London Plan and Further amendments to the London Plan The Mayor's Municipal Waste Management Strategy The Mayor's Business Waste Management Strategy 			
	Linked Services / Contracts	Linked Services <ul style="list-style-type: none"> Street Cleaning Service Linked Contracts <ul style="list-style-type: none"> Coney Hill Landfill Street Cleaning 			
	Portfolio Plan Reference	<ul style="list-style-type: none"> Environment Portfolio Plan Outcome 2: Minimising Waste and Increasing Recycling and Composting Aims 2.1 to 2.8: To increase the proportion of waste recycled and reduce the amount of waste sent to landfill within budgetary constraints 			
	Risk Management (what might prevent us achieving our outcomes/targets?)	<ul style="list-style-type: none"> Failure to achieve contract targets for the proportion of waste sent to landfill / incineration / recycling / composting, leading to additional landfill costs, mitigated by monthly monitoring, public recycling campaigns, and waste minimisation initiatives Failure to manage increased waste arisings (as UK emerges from recession) leading to increased costs and reduced recycling rates Failure to prepare for industrial action by contractor's staff, leading to temporary loss of services, mitigated by ongoing monitoring & meetings regarding workforce issues 			

		<ul style="list-style-type: none"> • Reduced paper tonnages impacts recycling rate and paper income – mitigated by reviewing recycle markets/ prices • Landfill tax is high and an incineration tax is not impossible • Increasing SELCHP maintenance downtime is resulting in increased landfill and therefore disposal costs
	Critical ICT systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> • CRM utilised for all customer queries, shared with contractor (via Citrix) <u>Information Governance</u> <ul style="list-style-type: none"> • CRM securely holds customer records (inc. personal and financial data)
	Communications	<ul style="list-style-type: none"> • <i>Environment Matters</i> published biannually • www.bromley.gov.uk/wastenews, www.bromley.gov.uk/gardenwaste, www.bromley.gov.uk/gardencollections • Holiday collection arrangements and promotional articles in local media • Poster sites: vehicles, Adshell sites, depots, etc • FixMyStreet
	Quality Systems	<ul style="list-style-type: none"> • Veolia Awards and Accreditations include: ISO 9001; 14001 & 18001

Blank Page

	Contract Title	Coney Hill Landfill Site Monitoring			
Contract Background	Register Number	• 030220			
	Manager	• John Woodruff (<i>Head of Waste Services</i>)			
	Contractor(s)	• Enitial			
	Term (start date, end date, extensions – current expiry date in bold)	<ul style="list-style-type: none"> Core Term: 28.07.10 to 27.07.17 Contract: 7 years 			
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	<ul style="list-style-type: none"> Gate Report (14 July 2009): Approval of procurement strategy and outline proposals for Coney Hill closed landfill monitoring contract ES 09071 Contract Award Report (8 June 2010): Coney Hill Closed Landfill Monitoring Contract (Part 2 - restricted) ES 10076 			
	Description (Contract summary plus latest developments)	<ul style="list-style-type: none"> Coney Hill, Oxted, Surrey is a closed landfill site, the maintenance, monitoring and aftercare of which was assigned to LB Bromley in 1986 by the London Residuary Body following the abolition of the GLC. The site accepts no waste and has been capped, but generates landfill gas and leachate as the waste gradually biodegrades which has to be monitored. The Council does not have the in-house expertise to carry out these specialist functions and the activity was let to external contractors. The site is equipped with a network of pipelines to draw off the landfill gas, which is currently flared off. There is also a network of pipelines to draw off the liquid leachate to a central lagoon, from where it is tankered away to an appropriate disposal facility. Pumps and compressors assist the flow of these wastes to the collection points. There is also a network of gas and water monitoring boreholes outside the site boundary, to measure and demonstrate that there is no leakage of the site's contents into the surrounding environment. There is thus a requirement to monitor the pipeline networks and monitoring equipment to ensure they operate appropriately and to maintain the equipment and repair it as necessary. There is also a requirement to tanker the leachate to an appropriate disposal facility. Chemical analysis of leachate and waste samples is carried out to ensure they conform with the appropriate legislative requirements and action needs to be taken should this not be the case. No service reviews are currently under consideration 			
	Material Changes (significant changes since contract award)	<ul style="list-style-type: none"> No material contract changes have been introduced since its commencement 			
	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> Environmental Protection Act (1990) <u>Legislative Compliance</u> <ul style="list-style-type: none"> Waste Management Licence (8 September 1992 - Environment Agency) Deed of Rectification (18 June 1993 between LBB and the landowner) 			
Financial Data	Total Contract Value	• £969,500			
	Finance Notes	• None			
	2014/15	<ul style="list-style-type: none"> Latest Approved Budget: £136,200 Actual Spend (out-turn): £125,050 			
	2015/16	• Budget: £136,200			
Contract Monitoring	Contract Monitoring (Key outputs / outcomes compared with target)	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target
		Compliance with site licensing requirements	Compliance	Compliant	Compliance
		Monthly Reporting to LBB	12 p.a.	12 p.a.	12 p.a.

	Benchmarking (comparative data / peer review etc)	<ul style="list-style-type: none"> • No benchmarking but value for money established through tendering process
	Customer Satisfaction & Complaints	<ul style="list-style-type: none"> • Surveys: No direct customers • Stage 2 (escalated) complaint numbers None • Ombudsman referrals: None
	Audits (Internal / External)	<ul style="list-style-type: none"> • None
Contract Management	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none"> • None
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> • Waste Management <u>Linked Contracts</u> <ul style="list-style-type: none"> • Waste Collection (John Woodruff/11525) • Waste Disposal (John Woodruff/11526)
	Portfolio Plan Reference	<ul style="list-style-type: none"> • Environment Portfolio Plan Outcome 2: Minimising Waste and Increasing Recycling and Composting • Aims 2.1 to 2.8: To economically increase the proportion of waste recycled and composted and reduce the amount of waste sent to landfill
	Risk Management (what might prevent us achieving our outcomes/targets?)	<ul style="list-style-type: none"> • Leakage of leachate, gas or contaminated water from site leading to contamination of nearby land – mitigated by regular monitoring, analysis, visual and chemical checks and visual inspection of extraction network
	Critical ICT systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> • None <u>Information Governance</u> <ul style="list-style-type: none"> • None
	Communications	<ul style="list-style-type: none"> • No direct customers. • On-site contact information includes LBB details
	Quality Systems	<ul style="list-style-type: none"> • Contractor's accreditations include OHSAS 18001:2007

	Contract Title	Transportation Consultancy
Contract Background	Register Number	<ul style="list-style-type: none"> • 029130 (TfL Framework) • TBA (Negotiated Contract)
	Manager	<ul style="list-style-type: none"> • Paul Redman (<i>Highway Asset Manager</i>)
	Contractor(s)	<ul style="list-style-type: none"> • AECOM plus other contractors (Via TFL Engineering & Project Management Framework 2) • AECOM (Negotiated Contract)
	Term (start date, end date, extensions – current expiry date in bold)	<p><u>TfL Framework</u></p> <ul style="list-style-type: none"> • Core Term: 30.05.11 – 30.11.13 • Extension: 01.12.13 – 31.03.15 • Information report to Director E&CS for period 01.12.13 – 31.3.15 <p><u>Negotiated Contract</u></p> <ul style="list-style-type: none"> • Waiver for permissible direct negotiation: 01.04.15 to 31.10.15 • Extension to negotiated arrangement: 01.11.15 to at least 31.03.16 (tbc)
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	<p><u>TfL Framework</u></p> <ul style="list-style-type: none"> • Original Contract Report: ES 10081 • Gateway Report: ES 12064 <p><u>Negotiated Contract</u></p> <ul style="list-style-type: none"> • Waiver to Director E&CS (to extend to 31 October 2015) • Environment PDS report (ES 15048) 7 July 2015: identifying future options and endorsing extended use of the negotiated contract to at least 31 March 2016
	Description (Contract summary plus latest developments)	<ul style="list-style-type: none"> • The arrangements provide Environment & Community Services with access to civil engineering professional staff formerly using Transport for London's Engineering & Project Management Framework 2 (EPMF2) and latterly through a negotiated arrangement direct with AECOM. • The focus of the tasks is to undertake inspections and assessments of the Council's highway structures and multi storey car park stock using a call-off arrangement and to draw up, procure and supervise schedules of maintenance to ensure the safety of the travelling public. • There are also two dedicated traffic and transportation commissions. The main Client groups are within Highway Network Management, Traffic & Transportation and Parking Services. There are also other clients such as drainage and parks and green spaces, who are less frequent users. • Latest or proposed developments: TfL is introducing EPMF3 in November 2015 (current programme) and this will be considered alongside other options for provision of Consultancy Services beyond that date.
	Material Changes (significant changes since contract award)	<ul style="list-style-type: none"> • None
Financial Data	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<p><u>Statutory Basis</u></p> <ul style="list-style-type: none"> • The Council has a duty to ensure the safe passage of users of the highway according to the Highways Act 1980. Ensuring the Council's street lighting stock is properly maintained is an example of the Council meeting this duty <p><u>Legislative Compliance</u></p> <ul style="list-style-type: none"> • Highways Act 1980
	Total Contract Value	<ul style="list-style-type: none"> • TfL Framework: £750,000 + £300,000 • Negotiated Contract: £188,000
	Finance Notes	<ul style="list-style-type: none"> • Total Contract Value is illustrative as dependent on how much the contract is used
	2014/15	<ul style="list-style-type: none"> • Latest Approved Budget: £342,000 • Actual Spend (out-turn): £342,000
	2015/16	<ul style="list-style-type: none"> • Budget: £188,000

Contract Monitoring	Contract Monitoring (Key outputs / outcomes compared with target)	<table><tr><th>Monitoring Metrics</th><th>2014/15 target</th><th>2014/15 actual</th><th>2015/16 target</th></tr><tr><td>Inspections completed to programme date (%)</td><td>100</td><td>100</td><td>100</td></tr><tr><td>Assessment certificates received within 1 month of completion (%)</td><td>100</td><td>100</td><td>100</td></tr><tr><td>Database (Bridgestation) updated within 28 days of inspection (%)</td><td>100</td><td>100</td><td>100</td></tr></table>	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target	Inspections completed to programme date (%)	100	100	100	Assessment certificates received within 1 month of completion (%)	100	100	100	Database (Bridgestation) updated within 28 days of inspection (%)	100	100	100
	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target														
	Inspections completed to programme date (%)	100	100	100														
	Assessment certificates received within 1 month of completion (%)	100	100	100														
	Database (Bridgestation) updated within 28 days of inspection (%)	100	100	100														
Benchmarking (comparative data / peer review etc)	<ul style="list-style-type: none">Staff hourly rates have been compared with those available from the Eastern Shires Purchasing Organisation (ESPO) and comparable EPMF2 staff hourly rates are on average 15% less than ESPO.LoTAMB – Bridge Condition Indicator																	
Customer Satisfaction & Complaints	<ul style="list-style-type: none">None																	
Audits (Internal / External)	<ul style="list-style-type: none">None																	
Contract Management	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none">Highway Asset Management Strategy																
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none">Street Works & HighwaysParkingStreet Lighting <u>Linked Contracts</u> <ul style="list-style-type: none">Street Works (NRSWA) (Garry Warner/049756)Highways Maintenance – Major (Garry Warner/025399)Highways Maintenance – Minor & Reactive (Garry Warner/025400)Street Lighting Maintenance & Improvements (Paul Redman/049757)																
	Portfolio Plan Reference	<ul style="list-style-type: none">Environment Portfolio Plan Outcome 4: Managing our Transport InfrastructureAims 4.1 – 4.6: To continue invest in timely and effective way in the quality of our roads, pavements and street lighting																
	Risk Management (what might prevent us achieving our outcomes/targets?)	<ul style="list-style-type: none">Failure of the Borough's road network structures impacting on businesses and highway users – mitigated by regular inspections, assessments and maintenance activityFailure to have access to a consulting engineer may compromise the effectiveness of the Council's Emergency Planning responseFailure to undertake regular inspection of highway structures and update the inventory etc may compromise the Council's ability to attract full TfL grant funding in the future																
	Critical ICT systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none">ICT systems which are critical to contract delivery include Bridgestation (inventory and asset management database) and the Council's iPROC system <u>Information Governance</u> <ul style="list-style-type: none">None																
	Communications	<ul style="list-style-type: none">Work closely with Building Control where third party works may impact the highwayAd-hoc contact with residents whose property/access may be affected by work on highway structures																
	Quality Systems	<ul style="list-style-type: none">Quality systems / assurance: PAS 055 Asset Management																

	Contract Title	Highway Maintenance - Major			
Contract Background	Register Number	• 025339			
	Manager	• Garry Warner (<i>Head of Highways</i>)			
	Contractor(s)	• FM Conway			
	Term (<i>start date, end date, extensions – current expiry date in bold</i>)	<ul style="list-style-type: none"> Core Term: 01.10.10 to 31.09.17 changed to 30.06.17 Contract 7 years (changed to 6 years 9 months) Option to extend for one year (seven plus one) 			
	Key Reports (<i>e.g. Gate Reports / Waivers / Extensions</i>)	<ul style="list-style-type: none"> Highways Maintenance Major and Reactive Contract Acceptance Report (Part 2) ES10043 (23 February 2010) Gate Review Report: ES09038 – (26 February 2009) 			
	Description (<i>Contract summary plus latest developments</i>)	<ul style="list-style-type: none"> The contract is used to complete all planned highway maintenance works and improvement projects (e.g. Bromley North Village) Some 40 major projects are undertaken annually involving resurfacing / reconstructing roads and footways A report to consider a one year extension (allowed under the terms of the contract) will be provided to Members in 2015/16 Q3 			
	Material Changes (<i>significant changes since contract award</i>)	<ul style="list-style-type: none"> The contract term has been varied to be co-terminus with the Minor Works contract (the term has been reduced from 7 years to 6 years nine months) 			
Financial Data	Regulatory requirement (<i>Statutory basis for service provision & legislative compliance</i>)	<u>Statutory Basis</u> <ul style="list-style-type: none"> Highways Act 1980 requires the Council to maintain the highway in a safe and passable condition <u>Legislative Compliance</u> <ul style="list-style-type: none"> Highways Act 1980 section 41 			
	Total Contract Value	• £26,000,000			
	Finance Notes	• Contract value changes as subject to external funding (e.g. TfL and DfT).			
	2014/15	<ul style="list-style-type: none"> Latest Approved Budget: £4,888,020 Actual Spend (out-turn): £4,950,508 			
Contract Monitoring	2015/16	• Budget: £4,066,600			
	Contract Monitoring (<i>Key outputs / outcomes compared with target</i>)	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target
		Condition of principal (A) roads (NI 168) (% considered for maintenance)	<6	1.0	<6
		Condition of non-principal classified (B & C) roads (NI 169) (% considered for maintenance)	<8	3.0	<8
		Condition of Unclassified (U) Roads (ES3) (% considered for maintenance)	<20	No Survey	<20
	Benchmarking (<i>comparative data / peer review etc</i>)	<ul style="list-style-type: none"> Comparison with LB Bexley (2011) Benchmarking against London Highways Alliance Contract – LB Bromley contract found to deliver better value-for-money 			
	Customer Satisfaction & Complaints	• None			
	Audits (<i>Internal / External</i>)	<ul style="list-style-type: none"> Review Of Highways Maintenance Audit For 2012-13 (10 September 2013) ES/025/01/2012.bf 			

Contract Management	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none"> • Highway Asset Management Plan
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> • Street Lighting <u>Linked Contracts</u> <ul style="list-style-type: none"> • Highway Maintenance – Minor & Reactive (Garry Warner/025400) • Street Lighting Maintenance & Improvements: (Paul Redman/049757) • Streetworks: (NRSWA) (Garry Warner/049759)
	Portfolio Plan Reference	<ul style="list-style-type: none"> • Environment Portfolio Plan Outcome 4: Managing our Transport Infrastructure • Aims 4.1 – 4.6: To continue invest in timely and effective way in the quality of our roads, pavements and street lighting to maintain the value of the highway asset
	Risk Management (<i>what might prevent us achieving our outcomes/targets?</i>)	<ul style="list-style-type: none"> • Failure to maintain the Highway leading to vehicle damage etc – mitigated by planned maintenance programme • Failure to conduct works in a timely manner leading to delays and disruption and public dissatisfaction - mitigated by planned maintenance programme
	Critical ICT systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> • 'CONFIRM' system for work ordering and payments <u>Information Governance</u> <ul style="list-style-type: none"> • None
	Communications	<ul style="list-style-type: none"> • Advanced notification letters are delivered to all properties affected by planned works. • Advanced warning signs are installed prior to road resurfacing schemes • Information also provided on Bromley.gov.uk
	Quality Systems	<ul style="list-style-type: none"> • Awards and Accreditations including ISO 39001 (Road Traffic Safety Management)

	Contract Title	Street Lighting Maintenance & Improvements			
Contract Background	Register Number	• 049757			
	Manager	• Paul Redman (<i>Highway Asset Manager</i>)			
	Contractor(s)	• Kier (MG)			
	Term (start date, end date, extensions – current expiry date in bold)	<ul style="list-style-type: none"> • Core Term: 01.04.13 to 31.03.23 • Contract 10 years (option for 1 year extension) 			
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	<ul style="list-style-type: none"> • Original Contract Report: ES 12114 • Gate Review Reports: ES 11111 and ES 14071 			
	Description (Contract summary plus latest developments)	<ul style="list-style-type: none"> • This contract is for the maintenance of the Borough's lighting stock including street lighting columns, and both lit and unlit signs and bollards and nameplates. • Maintenance work is either routine maintenance or non-routine maintenance. The contract has provision to implement the street lighting invest-to-save project and to undertake improvement works. • Tender rates confirmed the business case for the street lighting investment project undertaken within the first two years of the contract. 			
	Material Changes (significant changes since contract award)	• Cartledge (May Gurney) were purchased by Kier and the contract has been novated to Kier (MG)			
Financial Data	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<u>Statutory Basis</u> <ul style="list-style-type: none"> • The Council has a duty to ensure the safe passage of users of the highway according to the Highways Act 1980. Ensuring the Council's street lighting stock is properly maintained is an example of the Council meeting this duty <u>Legislative Compliance</u> <ul style="list-style-type: none"> • Highways Act 1980 			
	Total Contract Value	• £6,800,000 + £8,507,000 (3 year Invest to Save programme) = £15.3m			
	Finance Notes	• Contract funding supplemented by Invest to Save funding			
	2014/15	<ul style="list-style-type: none"> • Latest Approved Budget: £575,020 (revenue) + £3.938k (capital) • Actual Spend (out-turn): £574,088 (revenue) + £3.938k (capital) 			
	2015/16	• Budget: £720k (revenue) + £1.635k (capital)			
Contract Monitoring	Contract Monitoring (Key outputs / outcomes compared with target)	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target
		Emergencies properly responded to within 1 hour of instruction (%)	100	100	100
		Monthly columns out of lighting (%)	95	99.56	95
		Average Time to Repair a Faulty Street Light (days) (ES5)	<5	1.15	<5
		Bulk changes carried out to programme (%)	95	100	95
		Electrical testing done to programme (%)	95	100	95
		Completion of H&S site audits (%)	100	100	100
	Benchmarking (comparative data / peer review etc)	<ul style="list-style-type: none"> • Comparison with other boroughs – LoTAMB benchmarking, cost of energy, time to repair etc • Value for money – Cross borough vfm checks through Highway Asset Management South London Consortium 			

	Customer Satisfaction & Complaints	<ul style="list-style-type: none"> • Surveys: Post-completion feedback questionnaire to a sample of households • Stage 2 (escalated) complaint numbers (2014/15): four • Ombudsman referrals (2014/15): one
	Audits (Internal / External)	<ul style="list-style-type: none"> • ENV/010/01/2013 - Street Lighting Audit for 2013-14
Contract Management	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none"> • Highway Asset Management Strategy
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> • Highways <u>Linked Contracts</u> <ul style="list-style-type: none"> • Highway Maintenance: Major Works • Highways Maintenance: Minor & Reactive (Garry Warner/025400) • Streetworks: (NRSWA) (Garry Warner/049756)
	Portfolio Plan Reference	<ul style="list-style-type: none"> • Environment Portfolio Plan Outcome 4: Managing our Transport Infrastructure • Aims 4.1 – 4.2: Complete the street lighting invest-to-save project including the Central Management System
	Risk Management (<i>what might prevent us achieving our outcomes/targets?</i>)	<ul style="list-style-type: none"> • Failure to maintain lamp columns leading to structural failure and damage to people / property and financial risk – mitigated by invest-to-save project and regular routine maintenance
	Critical ICT systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> • CONFIRM • SharePoint <u>Information Governance</u> <ul style="list-style-type: none"> • None
	Communications	<ul style="list-style-type: none"> • FixMyStreet • Communications with residents before and after major changes
	Quality Systems	Quality systems / assurance: <ul style="list-style-type: none"> • ISO 9001 Quality Management System • ISO 14001 Environmental Management • OHSAS 18001 Occupational Health Standard

	Contract Title	Street Works (NRSWA)			
Contract Background	Register Number	• 049756			
	Manager	• Garry Warner (<i>Head of Highways</i>)			
	Contractor(s)	• B&J Enterprises of Kent			
	Term (start date, end date, extensions – current expiry date in bold)	<ul style="list-style-type: none"> • Core Term: 01.04.13 to 31.3.16 • Contract 3 years (option to extend for 2 or 4 years) 			
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	<ul style="list-style-type: none"> • Original Contract Report (ES ES12115) Executive (Part 2) 28 November 2012 • Extension Report (ES 15018) – Environment PDS 7 July 2015 			
	Description (Contract summary plus latest developments)	<ul style="list-style-type: none"> • This contract provides for the inspection of utility reinstatement works and compliance with permit conditions and timescales. • The option to extend the contract for one year until 31.03.17 will be considered in July 2015, together with other procurement options (ES 15018) 			
	Material Changes (significant changes since contract award)	• None			
Financial Data	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<u>Statutory Basis</u> <ul style="list-style-type: none"> • Highways Act 1980 <u>Legislative Compliance</u> <ul style="list-style-type: none"> • Traffic Management Act 2004 • New Roads and Streetworks Act 1991 • London Permit Scheme 			
	Total Contract Value	• £871,920			
	Finance Notes	• None			
	2014/15	<ul style="list-style-type: none"> • Latest Approved Budget: £257,130 • Actual Spend (out-turn): £257,150 			
	2015/16	• Budget: £296,180			
Contract Monitoring	Contract Monitoring (Key outputs / outcomes compared with target)	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target
		Number of Defect Notices	6,000	July 2015	6,000
		Sample inspections completed (%)	30	30	30
	Benchmarking (comparative data / peer review etc)	<ul style="list-style-type: none"> • Comparison with other boroughs – no comparable contracts are in use in London • Value for money – the contract was let following competitive tendering 			
	Customer Satisfaction & Complaints	<ul style="list-style-type: none"> • Surveys – no customer surveys have been undertaken • Stage 2 (escalated) complaint numbers - none • Ombudsman referrals - none 			
Contract Management	Audits (Internal / External)	• None			
	Linked Strategies / Plans (E&CS Summaries)	• Highway Asset Management Plan			
	Linked Services / Contracts	<u>Linked Services</u> <ul style="list-style-type: none"> • Highways <u>Linked Contracts</u> <ul style="list-style-type: none"> • Highway Maintenance: Major Works (Peter McCready/025399) • Highway Maintenance: Minor & Reactive (Garry Warner/025400) • Street Lighting Maintenance & Improvements (Paul Redman/049757) 			
	Portfolio Plan Reference	<ul style="list-style-type: none"> • Environment Portfolio Plan Outcome 4: Managing our Transport Infrastructure • Aims 4.1 – 4.8: To continue invest in timely and effective way in the 			

		quality of our roads.
	Risk Management (<i>what might prevent us achieving our outcomes/targets?</i>)	<ul style="list-style-type: none"> • Loss of income if inspections not completed • Loss of income if performance of utility companies improves • Loss of income if volume of streetworks reduces • Loss of income if IT systems fail
	Critical ICT systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> • 'CONFIRM' system <u>Information Governance</u> <ul style="list-style-type: none"> • Data transferred using 'ETON 6' protocol with utility companies
	Communications	<ul style="list-style-type: none"> • None
	Quality Systems	<ul style="list-style-type: none"> • None

	Contract Title	Parking Bailiff Services (Parking Enforcement Agents)			
Contract Background	Register Number	• None			
	Manager	• Ben Stephens (<i>Head of Parking Services</i>)			
	Contractor(s)	<ul style="list-style-type: none"> • JBW Judicial Services • Phoenix Commercial Collections • Newlyn plc (Recycled Warrants) 			
	Term (start date, end date, extensions – current expiry date in bold)	<ul style="list-style-type: none"> • 01.04.14 to 30.09.16 • Contract term: 2 years 6 months 			
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	<ul style="list-style-type: none"> • Insert Parking Bailiff Services (ES 14016) • Gate Report: (ES15020) for proposed new Parking contract (5 + 5 or 10 years), commencing 1 October 2016 which will include Bailiff services 			
	Description (Contract summary plus latest developments)	<ul style="list-style-type: none"> • Parking Services pass all outstanding / unpaid Penalty Charge Notices (PCNs) for on and off-street parking contraventions and bus lane contraventions to the contracted Bailiffs (formally known as Enforcement Agents). • The Bailiffs use their powers to recover the debt on the Council's behalf. • The Bailiffs' costs are set statutory fees and paid by the debtor. • The Council tendered (ES15020) for the new Parking Services contract (with LB Bexley) in May 2015, for implementation in October 2016. • The new integrated Parking contract will include the Bailiff Service. 			
	Material Changes (significant changes since contract award)	• None			
	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<u>Statutory Basis / Legislative Compliance</u> <ul style="list-style-type: none"> • Tribunals Courts and Enforcement Act 2007 • Crime and Courts Act 2013 • Taking Control of Goods Regulations 2013 • Taking Control of Goods (Fees) Regulation 2014 • Certification of Enforcement Agents Regulations 2014 			
Financial Data	Total Contract Value	• £625k est. income (recovered debt projection and excludes Bailiff's fees)			
	Finance Notes	• Income figure relates to the number of warrants collected and so can only be regarded as a projection (and already included in PCN budget)			
	2014/15	<ul style="list-style-type: none"> • Latest Approved Budget: £250,000 • Actual Value: £210,000 			
	2015/16	• Budget (estimated income included in PCN budget): £250,000			
Contract Monitoring	Contract Monitoring (Key outputs / outcomes compared with target)	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target
		Number of warrants issued	n/a	7,811	n/a
		Value of warrants issued (£)	n/a	1,110,480	n/a
		Number of warrants collected	n/a	n/a	n/a
		Value of warrants collected (£)	250,000	203,668	250,000
		Monthly audit (10 random cases)	120	120	120
		Quarterly client meetings (per annum)	4 p.a.	4 p.a.	4 p.a.
	Benchmarking (comparative data / peer review etc)	• Comparison of data with LB Bexley regarding collection rates (LB Bromley holds the data for both Bexley and Bromley's Bailiff Contracts)			
	Customer Satisfaction & Complaints	• Any complaints logged through LBB complaints procedure			

		<ul style="list-style-type: none"> • No Ombudsman referrals during 2014/15
	Audits (Internal / External)	<ul style="list-style-type: none"> • Part of Annual Parking Penalty Charge Notice Audit
Contract Management	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none"> • Parking Strategy • Parking Annual Reports • Transport Local Implementation Plan
	Linked Services / Contracts	<p><u>Linked Services</u></p> <ul style="list-style-type: none"> • Parking Service <p><u>Linked Contracts</u></p> <ul style="list-style-type: none"> • Parking Enforcement & Car Parks Contract • Parking ICT Contract • Parking Mobile Phone Bookings Contract • CCTV Contract
	Portfolio Plan Reference	<ul style="list-style-type: none"> • Environment Portfolio Plan Outcome 5: Improving Travel, Transport & Parking • Aims 5.11 – 5.16: To provide accessible, affordable, fair and effective parking services
	Risk Management (what might prevent us achieving our outcomes/targets?)	<ul style="list-style-type: none"> • Failure (by Bailiff) to collect warrants leading to loss of income to Council – mitigated through contract monitoring • Failure (by Council) to process warrants in a timely manner (say, due to IT failure) leading to loss of income – mitigated through budget monitoring • Failure by Bailiffs to follow industry code of practice leading to reputational risk to the Council – mitigated through liaison with contractor
	Critical ICT Systems & Information Governance	<p><u>Critical ICT Systems</u></p> <ul style="list-style-type: none"> • 'Parking 360' (sends warrant requests to Northampton County Court and approved warrants to Enforcement Agents) • Enforcement Agents' Extranets <p><u>Information Governance</u></p> <ul style="list-style-type: none"> • Secure GCSX accounts for communicating with Northampton County Court
	Communications	<ul style="list-style-type: none"> • Communication by the Council with debtor is limited once a warrant is with the Enforcement Agent • Quarterly meetings are held with Bailiffs
	Quality Systems	<ul style="list-style-type: none"> • Enforcement Agents are required to be members of British Parking Association (BPA) and Civil Enforcement Association (CIVEA)

	Contract Title	Parking Enforcement and Car Parks Contract			
Contract Background	Register Number	• 11528			
	Manager	• Ben Stephens (<i>Head of Parking</i>)			
	Contractor(s)	• Vinci Park Services UK Ltd.			
	Term (start date, end date, extensions – current expiry date in bold)	<ul style="list-style-type: none"> • Core Term: 01.10.06 to 30.09.11 • 1st extension (taken) 5 years from 01.10.11 - 30.09.16 • Contract 5 + 5 years 			
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	<ul style="list-style-type: none"> • Original Contract Report: 2006 • Extension Report (to take 2nd five year term) (ES10004 – Part 2) • Gate Report for proposed new Parking contract (5 + 5 or 10 years), commencing 1 October 2016 (ES15020) 			
	Description (Contract summary plus latest developments)	<ul style="list-style-type: none"> • The Parking contract includes a range of services: enforcement; machine provision; cash collections; management and cleansing of all car parks; and management of school crossing patrols. • The service is committed to the 'channel shift' process of encouraging electronic transactions with 61% of all challenges and >80% of permits renewals currently being made on-line • The Council will tender (ES15020) for the new Parking Services contract (with LB Bexley) in May 2015 for implementation in October 2016. The new contract will include all parking-related activity contained in the current contract plus the Bailiff Service, Mobile Phone Payments, and ICT contracts (but not PCN appeals) 			
	Material Changes (significant changes since contract award)	• None			
Financial Data	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<u>Statutory Basis</u> <ul style="list-style-type: none"> • None <u>Legislative Compliance</u> <ul style="list-style-type: none"> • Traffic Management Act 2004 (and associated regulations and guidance) 			
	Total Contract Value	• £23,233,000 total including extension			
	Finance Notes	• None			
	2014/15	<ul style="list-style-type: none"> • Latest Approved Budget: £2,515,440 • Actual Spend (out-turn): £2,482,652 			
Contract Monitoring	2015/16	• Budget: £2,481,460			
	Contract Monitoring (Key outputs / outcomes compared with target)	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target
		Staff turnover (%)	<10	<10	<10
		Deployed staff (min)	23	23	23
		Number of PCNs issued (not included in warning notices)	n/a	69,910	n/a
		ES8: Appeals 'heard' by PATAS (against PCNs issued by LBB)	665	459	665
		ES9: PATAS cases won by LB Bromley (% of cases heard)	84.5	74	80
	Benchmarking (comparative data / peer review etc)	• London Councils provides enforcement and appeal statistics (ES 8 & 9)			
	Customer Satisfaction & Complaints	<ul style="list-style-type: none"> • Complaints data, Ombudsman referrals, Freedom of Information requests all reported quarterly to Parking Management Board • Occasional customer surveys conducted at specific car parks 			
	Audits (Internal / External)	• Car park income, PCN income and governance are all internally audited annually			

		<ul style="list-style-type: none"> • ENV/004/02/2013- PCN Audit for 2013-14 • ENV/004/01/2013- Car Parking – Income (Multi-storey & Off-street)
Contract Management	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none"> • Parking Strategy • Parking Annual Reports • Transport Local Implementation Plan
	Linked Services / Contracts	<p><u>Linked Services</u></p> <ul style="list-style-type: none"> • Parking Design & Traffic Schemes <p><u>Linked Contracts</u></p> <ul style="list-style-type: none"> • Parking Bailiff Services Contract • Parking ICT Contract • Parking Mobile Phone Bookings • CCTV Contract
	Portfolio Plan Reference	<ul style="list-style-type: none"> • Environment Portfolio Plan Outcome 5: Improving Travel, Transport & Parking • Aims 5.11 – 5.16: To provide accessible, affordable, fair and effective parking services
	Risk Management (what might prevent us achieving our outcomes/targets?)	<ul style="list-style-type: none"> • Loss of Parking income through price resistance and economic climate mitigated by monitoring use and reviewing tariffs annually • Government changes to parking enforcement rules leading to loss of income mitigated by budgeting for changes and briefing Members • Combining all aspect of Parking management in one contract in future should create efficiencies but also poses a risk if the contract fails – mitigated by action through the Parking Management Board
	Critical ICT systems & Information Governance	<p><u>Critical ICT Systems</u></p> <ul style="list-style-type: none"> • ICES used for all PCN related activity (used by client and contractor) • Parkeon system for car park management <p><u>Information Governance</u></p> <ul style="list-style-type: none"> • Significant amounts of financial and personal data are held by ICES, which incorporates password protection / firewalls etc • Sub-contractors must be PCI compliant for financial activity • CCTV contravention data placed on public web but only access via PCN and vehicle registration • Body-worn video – recordings of PCNs and on-street activity by CEOs securely stored in contractors facility (password protected and encrypted)
	Communications	<ul style="list-style-type: none"> • Annual Parking Report 2013-14 • Promoted on bromley.gov.uk; car park advertising for season tickets; Christmas and Easter parking arrangements; every PCN issued includes a channel shift leaflet • On-line portal for PCN related queries and questions; e-forms on corporate web page for a range of other services such as enforcement requests
	Quality Systems	<ul style="list-style-type: none"> • Sub-contractors must be PCI compliant for financial activity • Minimum industry standard qualifications for CEOs and Council staff • 'Park Mark' is a quality standard which Bromley holds for all of its car parks

	Contract Title	Bus Shelter Poster Sites			
Contract Background	Register Number	• N/A			
	Manager	• Andrew Rogers (<i>Communications Executive</i>)			
	Contractor(s)	• Clear Channel			
	Term (start date, end date, extensions – current expiry date in bold)	<ul style="list-style-type: none"> • Core Term: 10.07.01 to 09.07.16 • Contract 15 years 			
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	<ul style="list-style-type: none"> • Bus Shelters: Testing the Market (ESC99296 – 9 June 1999) • Original Contract Report: Bus Shelter Advertising Contract (ESC00059 – 2 February 2000) 			
	Description (Contract summary plus latest developments)	<ul style="list-style-type: none"> • The contract is part of a London-wide tripartite arrangement between TfL, participating London Boroughs, and the current contractor, (formerly Adshel) Clear Channel. Transport for London (TfL), is responsible for the bus shelter structures (sited on LBB Highways) with Clear Channel maintaining the advertising frames and operating the sites • The Council receives income from both TfL and Clear Channel, with invoices paid on an annual basis (income index linked to RPIX) • TfL is currently tendering for the post-2016 contract 			
	Material Changes (significant changes since contract award)	• Material Changes: Nil			
Financial Data	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<u>Statutory Basis for Service Provision</u> <ul style="list-style-type: none"> • None <u>Legislative Compliance</u> <ul style="list-style-type: none"> • Non-statutory but rules apply to planning consent for each site 			
	Total Contract Value	• £900,000			
	Finance Notes	• Budget is income			
	2014/15	<ul style="list-style-type: none"> • Latest Approved Budget: £88,500 • Actual Income: £88,132 			
Contract Monitoring	2015/16	• Budget: £89,600			
	Contract Monitoring (Key outputs / outcomes compared with target)	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 Target
		Income (£)	88,500	88,132	89,600
	Benchmarking (comparative data / peer review etc)	<ul style="list-style-type: none"> • London-wide arrangement • Value for money: RPIX applies to this income 			
Contract Management	Customer Satisfaction & Complaints	• None – income based contract			
	Audits (Internal / External)	• None			
	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none"> • Highway Asset Management Plan • Transport Local Implementation Plan (Nov. 2013 Update) • Bromley's Draft Development Control Plan 			
	Linked Services / Contracts	• On Street Poster Sites			
	Portfolio Plan Reference	<ul style="list-style-type: none"> • Outcome 4: Managing our Transport Infrastructure • Outcome 6: Improving Customer Service & Business Management 			
Contract Management	Risk Management (what might prevent us achieving our outcomes/targets?)	<ul style="list-style-type: none"> • Loss of income through contract failure or reduced number of sites • Uncertain outcome for future as current contract expires in 2016 			
	Critical ICT systems & Information Governance	<u>Critical ICT systems</u> <ul style="list-style-type: none"> • None <u>Information Governance</u> <ul style="list-style-type: none"> • None 			

	Communications	<ul style="list-style-type: none"> • No issues as not used to communicate Council business
	Quality Systems	<ul style="list-style-type: none"> • None

	Contract Title	On-Street Poster Sites			
Contract Background	Register Number	• N/A			
	Manager	• Andrew Rogers (<i>Communications Advisor</i>)			
	Contractor(s)	• Clear Channel			
	Term (start date, end date, extensions – current expiry date in bold)	<ul style="list-style-type: none"> • Core Term: 10.07.01 to 09.07.16 • Contract 15 years 			
	Key Reports (e.g. Gate Reports / Waivers / Extensions)	• Original Contract Report: Sponsorship & Advertising on the Highway (ESC00068 – 2 February 2000)			
	Description (Contract summary plus latest developments)	<ul style="list-style-type: none"> • Contract between LBB and Clear Channel allowing advertising material to be placed at certain sites on the highway subject to planning consent. • In practice this means there are free-standing units and units on lamp columns which accommodate advertising materials for which the Council receives income. • The Council also may use these sites to advertise its own services according to the Contract on one side of the unit, with Clear Channel using the other side. • Contractor has changed over time from More Group (UK) Ltd, to Adshell, and is now with Clear Channel • Contract expires in July 2016. The Council wishes to maintain this income stream and continue the service (some sites may become digital) 			
	Material Changes (significant changes since contract award)	• Material Changes: Nil			
	Regulatory requirement (Statutory basis for service provision & legislative compliance)	<u>Statutory Basis for Service Provision</u> <ul style="list-style-type: none"> • None <u>Legislative Compliance</u> <ul style="list-style-type: none"> • Non-statutory but rules apply to planning consent for each site 			
Financial Data	Total Contract Value	• £405,000			
	Finance Notes	• Budget is income			
	2014/15	<ul style="list-style-type: none"> • Latest Approved Budget: £55,200 • Actual Income: £53,575 			
	2015/16	• Budget: £55,100			
Contract Monitoring	Contract Monitoring (Key outputs / outcomes compared with target)	Monitoring Metrics	2014/15 target	2014/15 actual	2015/16 target
		Site inspection	Monthly	Monthly	Monthly
		Income monitoring (£)	55,200	53,575	55,100
		Monitoring advertising to ensure compliance with contract	Monthly	Monthly	Monthly
	Benchmarking (comparative data / peer review etc)	• Value for money: RPIX applies to this income			
	Customer Satisfaction & Complaints	• None – income based contract			
	Audits (Internal / External)	• None			
Contract Management	Linked Strategies / Plans (E&CS Summaries)	<ul style="list-style-type: none"> • Highway Asset Management Plan • Bromley's Draft Development Control Plan 			
	Linked Services / Contracts	• Bus Shelter Poster Sites (TfL / LBB / Clear Channel)			

Portfolio Plan Reference	<ul style="list-style-type: none"> • Outcome 6: Improving Customer Service & Business Management
Risk Management (<i>what might prevent us achieving our outcomes/targets?</i>)	<ul style="list-style-type: none"> • Loss of income through contract failure or reduced number of sites, with the bespoke advertising units on lamp columns in Sevenoaks Way/Cray Avenue under long term threat as these units are not manufactured any more.
Critical ICT systems & Information Governance	<u>Critical ICT systems</u> <ul style="list-style-type: none"> • None <u>Information Governance</u> <ul style="list-style-type: none"> • None
Communications	<ul style="list-style-type: none"> • Internal coordination – marketing opportunities to promote Council services • Increased service uptake (as residents etc respond to messages)
Quality Systems	<ul style="list-style-type: none"> • Data management: N/A