

Decision Maker: Environment Policy Development and Scrutiny Committee

Date: 24th January 2017

Decision Type: Non-Urgent Non-Executive Non-Key

Title: ENVIRONMENT PORTFOLIO PLAN 2016/17: HALF YEAR PROGRESS REPORT

Contact Officer: Alastair Baillie, Environmental Development Manager
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Chief Officer: Nigel Davies, Executive Director of Environment & Community Services

Ward: (All Wards);

Reason for report

1. Each year, Environment PDS receives a six-month update report to gauge progress against delivery of the commitments set out in the latest Environment Portfolio Plan. This report summarises progress against each of the aims in the 2016/19 Portfolio Plan, including performance data for selected aims. The Environment Portfolio Holder and the Executive Director, Environment & Community Services will attend Committee to answer questions.
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2. RECOMMENDATION

Committee is asked to note six-month progress against the 2016/19 Environment Portfolio Plan's aims.

Impact on Vulnerable Adults and Children

1. Summary of Impact: Environment Portfolio services are used by all residents, including vulnerable adults and children. Protection is not their primary purpose but adjustments are made, as required, to ensure services are as accessible as possible and all users are safe.
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Corporate Policy

1. Policy Status: Existing Policy
 2. BBB Priority: Quality Environment
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Financial

1. Cost of proposal: Not Applicable
 2. Ongoing costs: Not Applicable
 3. Budget head/performance centre: Environment Portfolio 2016/17 & Capital Programme
 4. Total current budget for this head: £31.6m and £5.51m
 5. Source of funding: 2016/17 & TfL funding
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Personnel

1. Number of staff (current and additional): 143 fte
 2. If from existing staff resources, number of staff hours: N/A
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Legal

1. Legal Requirement: Non-Statutory - Government Guidance
 2. Call-in: Not Applicable
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Procurement

1. Summary of Procurement Implications: The services in this report are underpinned by contracts which are reported to Members at each PDS meeting according to their procurement status
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Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Whole borough
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Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: N/A

3. COMMENTARY

3.1 The [Environment Portfolio Plan 2016/19](#) was scrutinised by the Environment PDS Committee on 7 June 2016 (ES16020) and subsequently agreed by the Environment Portfolio Holder.

3.2 The 2016/19 Environment Portfolio Plan sets out six outcomes, together with their associated aims and performance measures, which cover:

1. Improving the Street Scene
2. Minimising Waste and Increasing Recycling
3. Enhancing Bromley's Parks and Green Spaces
4. Managing our Transport Infrastructure & Public Realm
5. Improving Travel, Transport & Parking
6. Improving Customer Service & Business Management

3.3 This report provides Committee with a six-month progress update (see Appendix 1 for updates on all of the aims), together with performance data in respect of certain metrics which measure progress in support of each outcome.

Outcome 1: Improving the Street Scene (Priority outcomes)

- *Establish the new Neighbourhood Management approach to caring for our streets and green spaces through three multidisciplinary area-based teams to make our services more responsive to residents' needs and improve customer satisfaction*
- *Develop a three-year Street Care Plan, with a Member Working Group, to join-up policy and resources in respect of education, enforcement and operations by Autumn 2016*
- *Continue to engage with the community (Residents' Associations, Street, Tree, Snow Friends and other volunteer groups) to improve the streetscene, including identifying problem hotspots and organising clean-ups*
- *Produce a Street Friends' Toolkit (Autumn) to complement the 2015 Tree Friends' Toolkit*

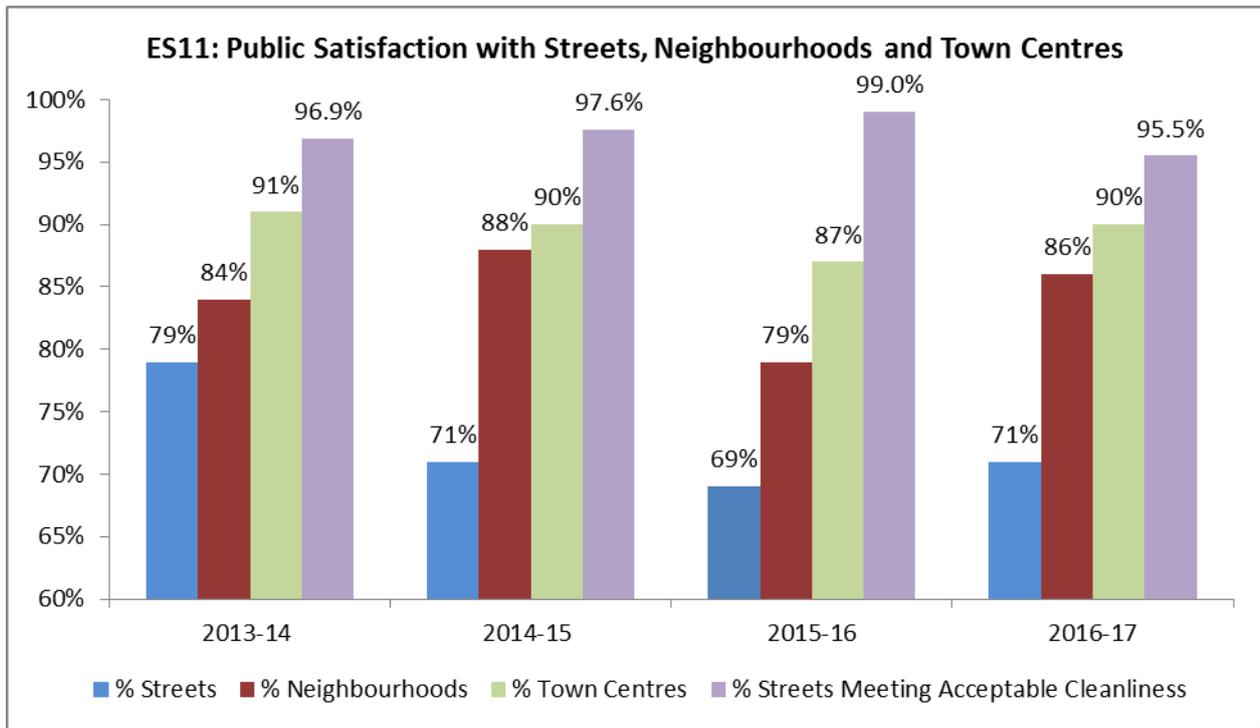
Progress Update

- Neighbourhood Management manual completed and reviewed and Performance Framework developed and populated with current & historical data
- Street Care Plan drafted and circulated for final officer comment
- Street Friends Toolkit being completed (target Q3) in line with Tree Friend Toolkit
- Public satisfaction with street cleanliness has generally increased compared with last year (Sept. 2016 survey), with 71% of residents being satisfied with the cleanliness of their streets
- Fly-tipping continues to increase with 1,796 incidents being recorded in the first 6 months (51 more than the corresponding period in 2015/16). Fly-tipping operational plan now developed and report produced on adoption of new fly tipping powers (councils can fine offenders £400)
- Joint LB Bromley / Police / DWP operations undertaken: more than 120 vehicles stopped and three illegal waste carrying vehicles seized and owners fined

Street Cleansing Overview

Indicator	2012/13 6-month	2013/14 6-month	2014/15 6-month	2015/16 6-month	2016/17* 6-month	2016/17 6-month target
Streets meeting acceptable cleanliness standards (%) (ES12)	95	96.9	97.6	99.0	95.5	95

*2016/17 data based on Q2

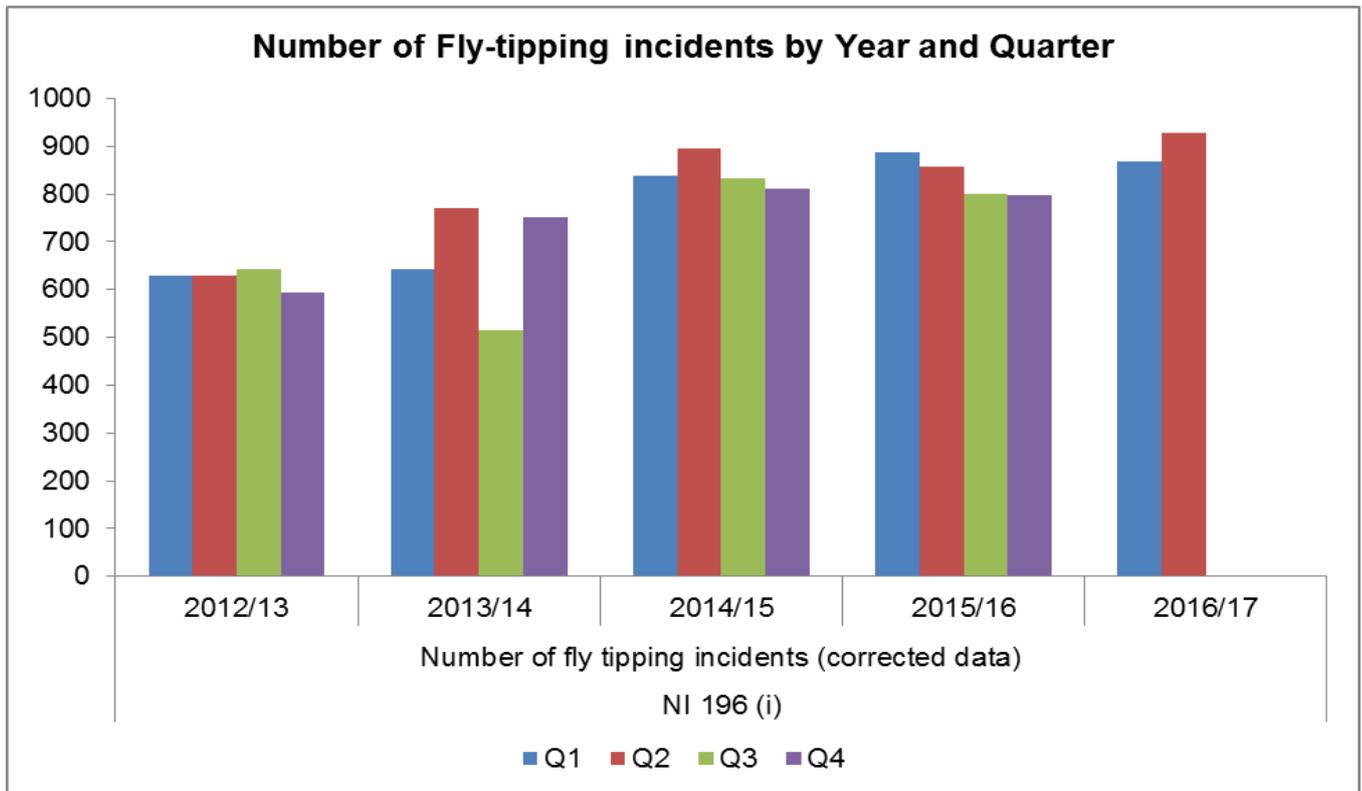


Street Cleansing Commentary

- Street cleanliness standards remain high both in terms of public satisfaction (ES11) and contractor monitoring by client officers (ES12)
- ES11: The Annual Public Satisfaction Survey (conducted in September 2016 by WYG Environment through a postal and on-street survey) found a general improvement in public satisfaction. 71% of residents were satisfied with the cleanliness of their streets (up from 69% last year); 86% for neighbourhoods (up from 79%); and 90% for town centres (up from 87%) – all an improvement on the previous year’s survey
- ES12: Contractor Performance Monitoring undertaken by client officers (inspecting routine scheduled activities) found 95.5% of streets met acceptable cleanliness standards (in Q2), a slight fall in comparison with the corresponding data for last year (but within required target)

Fly-tipping Overview

Indicator	2012/13 6-month	2013/14 6-month	2014/15 6-month	2015/16 6-month	2016/17 6-month	2016/17 6-month target
Fly-tipping Incidents	1,258	1,415	1,735	1,745	1,796	<1,625
Fly-tipping enforcement actions	239	195	181	183	169	163



Fly-tipping commentary

- Fly-tipping remains a cause for concern, given its increase over the past three years
- At the six-month stage there have been 51 more incidents (1,796) compared with the six-month stage in 2015/16 (1,745) – which is also worse than the target of 1,625
- The number of enforcement actions undertaken (169) is broadly on target (163)

Outcome 2: Minimising Waste and Increasing Recycling & Composting (Priority outcomes)

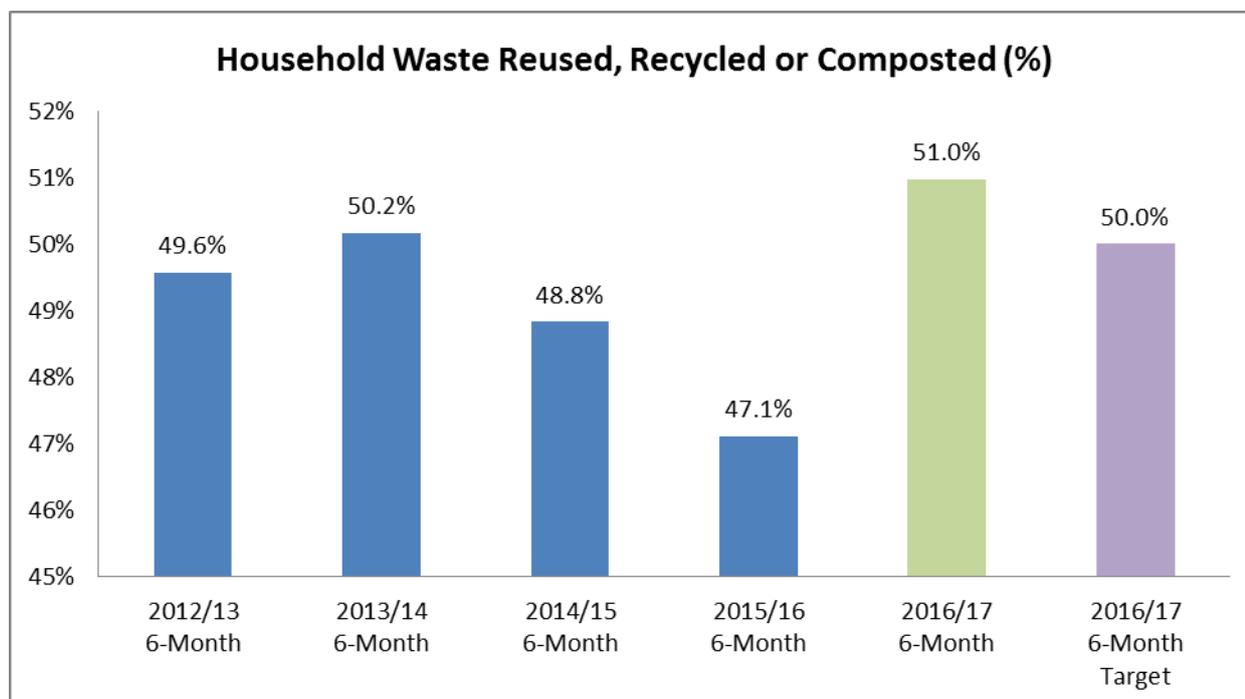
- *Develop options for integrating services on expiry of the current waste collection and disposal contract (2019) to maximise economies of scale and harmonise collection and disposal methodologies for all elements of the waste stream*
- *Increase Green Garden Waste Collection Service customer numbers to 20,000 (from 18,400) and introduce the option to pay by Direct Debit*
- *Following the trial waste treatment at the Southwark MBT waste processing plant, evaluate the financial and environmental benefits of formalising this disposal option*

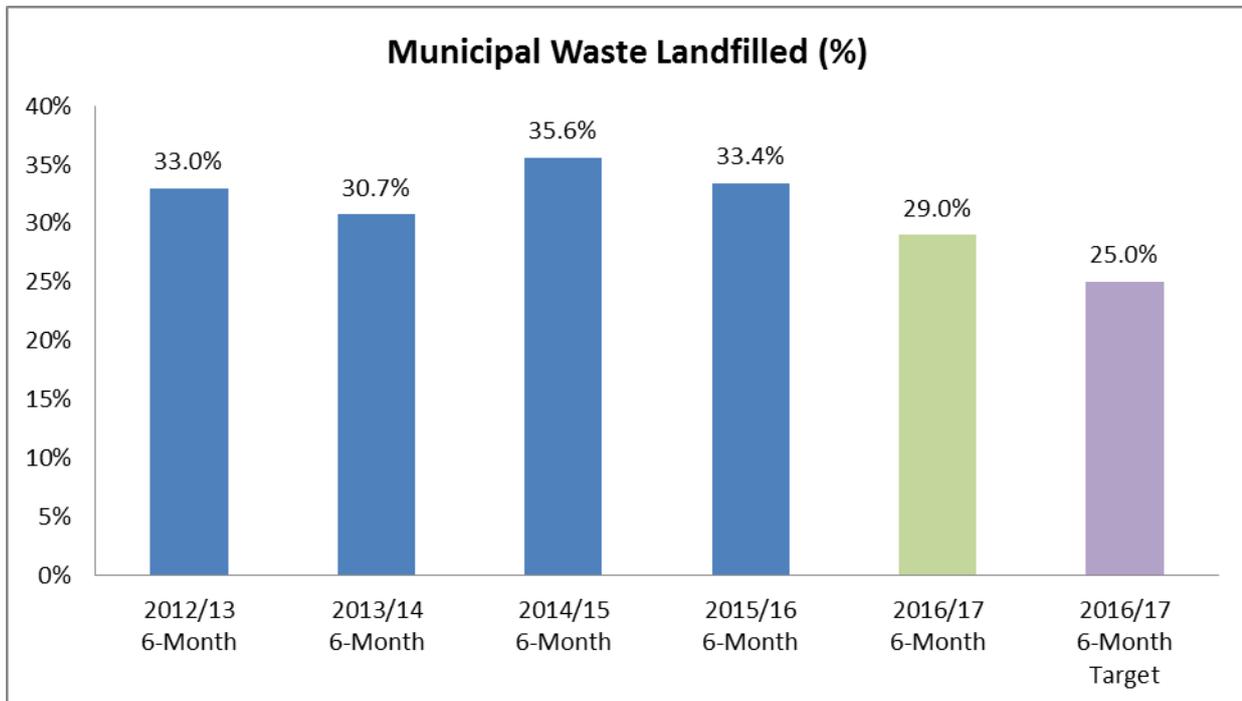
Progress Update

- Contributed to development of proposed Environmental Services Contract (see ES17002) with input into Bidders Day and one-to-one meetings
- DEFRA / WRAP launched their 'Harmonisation Vision': LB Bromley's current waste / recycling collection methodology is compliant with one option
- 21,191 paying Green Garden Waste Collection Service paying customers (Direct Debit payments option scheduled for Q4)
- Churchfields Road Household Waste Recycling Centre improvements complete, enabling site to remain open while bays are being emptied
- Government provided funding for a second Schools Waste Electrical & Electronic Equipment collection initiative which proved popular and successful (residents' kerbside scheme is now a chargeable service)

Waste Management Overview

Performance Indicators	2012/13 6-Month	2013/14 6-Month	2014/15 6-Month	2015/16 6-Month	2016/17 6-Month	2016/17 6-Month Target
Household waste recycled/composted (%) NI 192	49.57	50.17	48.83	47.1	50.97	50
Dry recycling (kg/household)	130	131	121	104	129	130
Organics recycling (kg/household)	100	99	109	102	111	90
Municipal waste landfilled (%) NI 193	33.01	30.74	35.57	33.4	29	25
Residual household waste (kg per household) NI 191	234	234	247	248	235	222.5
Total waste arising (refuse & recycling) (tonnes)	72,177	72,962	75,660	75,377	78,617	72,500
Missed bins (/000,000 collections)	41	55	81	122	104	60





Waste Management Commentary

- Bromley has traditionally recycled about half of its household waste and this high performance has been maintained in the first six months of 2016/17. Indeed, the recycling rate is effectively 51%, which is an improvement on last year's performance (at this stage) when the rate was 47.1%
- Organic recycling (kitchen and garden waste) levels are the highest they have ever been and are higher (111kg/household) than last year (102kg/household) and target for 2016/17 (90kg/household)
- The percentage of municipal waste which is landfilled is at its lowest ever level at 29% (33% was landfilled in 2015/16)
- Although total waste arisings are slightly higher than in previous years (and target), the amount of residual household waste (i.e non recycled / incinerated) has actually fallen compared with previous (but falls slightly short of target)
- The method used to calculate 'missed bins' has changed, so direct historical comparisons are not possible. Missed bin performance has slightly improved compared with the same stage last year but is much higher than the target value

Outcome 3: Enhancing Bromley's Parks and Green Spaces (Priority outcomes)

Enhancing Bromley's Parks & Green Spaces

- *Maintain the quality, appearance and cleanliness of parks, open spaces and the countryside provided by The Landscape Group (now idVerde) and monitored through the Council's new Neighbourhood Management teams*
- *Raise public awareness about Parks, Greenspace & Countryside (PG&C), including through the development of a dedicated website (summer 2016) providing on-line information e.g. for booking events in parks, and environmental classes at the Bromley Environmental Education Centre at High Elms etc*
- *Implement TLG's new Events and Activities Strategy (2015-19) to promote and support public use of parks and green spaces, especially for community events and activities*

Progress Update

- JMB and Stakeholder PG&C Panel met July 2016 (also December 2016)

- Joint monitoring results produced and reviewed for the six months to 30 September 2016
- Id verde Bromley parks website www.bromleyparks.co.uk went live during September 2016 (following pilot launched at the Friends Forum Conference in June 2016)
- £366k generated by id verde & Friends groups
- The Annual Play Area Safety Survey 2016 undertaken – to be analysed in Q3 – and Volunteer H&S Handbook launched
- Prepared new park facility at Queen’s Gardens (delivered on schedule December 2016)

Outcome 4: Managing our Transport Infrastructure (Priority outcomes)

- *Integrate all highways management functions (planned and reactive works) within one highways team to provide a single point of contact and improve service effectiveness*
- *Investigate potential capital investment opportunities to reduce revenue expenditure on reactive and planned highways maintenance by improving the condition of the highway asset*
- *Implement the new UK Roads Board Code of Practice to deliver a risk-based approach to maintaining highway assets e.g. roads, street lighting, and highway structures*
- *Deliver the Action Plan set out in the new Local Flood Risk Strategy*

Progress Update

- New management structure in place and proposals to provide an integrated highways / streetworks inspection function have been considered by the Commissioning Board
- Planned carriageway programme for borough roads was completed in September 2016
- Winter service policy and plan have been updated to include changes in responsibilities following reorganisation of S&G Division
- Highway Investment Project report produced (approved by The Council - December 2016)
- LBB is working with other boroughs and LoTAG to ensure a consistent approach is taken to meeting the requirements of the new UK Roads Board Code to deliver a risk-based approach to maintaining highway assets e.g. roads, street lighting, and highway structures

Performance Indicators	2012/13 6-Month	2013/14 6-Month	2014/15 6-Month	2015/16 6-Month	2016/17 6-Month	2016/17 6-Month Target
Number of FPNs issued (ES19)	213	512	253	244	204	n/a
Number of Defect Notices (ES20)	-	-	-	2,600	2,085	2,000

Utilities Works Commentary

- Fixed Penalty Notices (FPNs) are issued to Utilities for working without a permit, incorrect registration details, or breach of permit conditions. There is no target since it’s not possible to predict how well/poorly Utilities will perform but the figure is lower than this stage last year
- Defect Notices are issued to Utilities for poor reinstatement following highway works. Although the target is notional, the six month data is on track

Outcome 5: Improving Travel, Transport & Parking (Priority outcomes)

- *Look to decrease congestion and address journey times on priority routes, including at key junctions on the major road corridors across the borough*
- *Ensure parking is readily available across the borough especially near town centres, local shopping parades, railway stations and hospitals and that it balances the needs of residents, visitors and commuters*

- Continue implementing the Council's accident reduction programme in key locations and implement the road safety education programme in schools and the wider community

Progress Update

- Road scheme activity continues across the borough including at Keston, Crystal Palace Parade, Chislehurst Common, and Orpington Station
- 61% of bus stops across the borough have now been brought up to current standards
- Direct Line is keen to encourage their staff to adopt more sustainable travel habits (inc. 'Liftshare' to make a presentation to staff)
- Car Clubs across Bromley are performing well and it is still the intention to convert the existing pool car fleet to a corporate Car Club
- 88 schools have been submitted to TfL for accreditation level approval
- Parking Contract tendered, evaluated and awarded
- Multi-storey Car Parks lighting replaced with energy efficiency LED lighting (saving more than 50% of previous energy costs)

Performance Indicators	2012/13 6-Month	2013/14 6-Month	2014/15 6-Month	2015/16 6-Month	2016/17 6-Month	2016/17 6-Month Target
Appeals 'heard' by London Tribunals (formerly PATAS) (ES8)	335	276	143	106	192	332

Parking Commentary

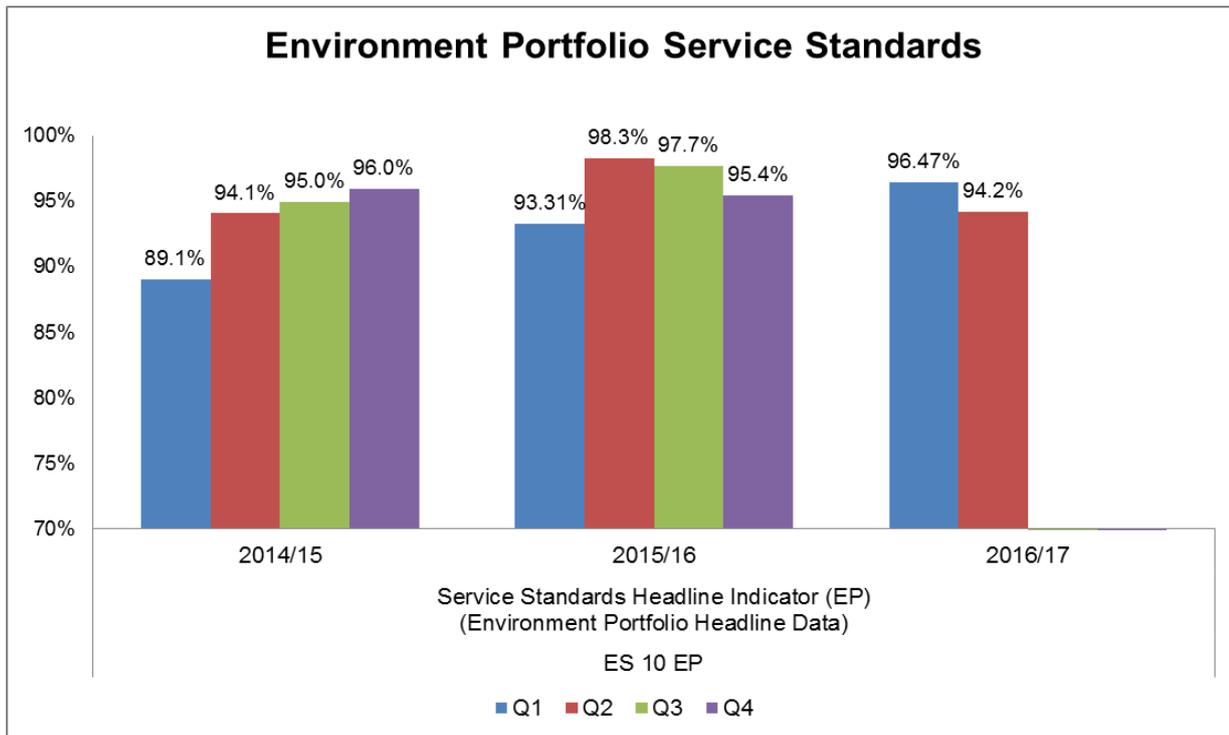
- Appeals heard by London Tribunals (which adjudicates on parking appeals), against PCNs issued by LB Bromley, are higher than for 2015/16 but better than the 2016/17 target (ES8)
- Percentage of London Tribunals cases won by LB Bromley was 89% (Q1) and 78% (Q2) respectively - both of which are an improvement on 2015/16 (ES9)

Outcome 6: Improving Customer Service & Business Management (Priority outcomes)

- Communicate service changes directly and consistently to residents and businesses
- Ensure compliance with the Council's governance and procurement rules, and continue to achieve demanding service objectives and value-for-money when tendering contracts
- Ensure that Contract Monitoring Summaries are kept up-to-date for all Environment Portfolio contracts with a total contract value of >£50k

Progress Update

- Tendered 'Council Information Display Units' in conformity with Contract Procedure Rules
- 'Report it' is being promoted as part of the Council's routine communications messages
- Waste collection disruption information published daily on web (as required)
www.bromley.gov.uk/WasteCollectionDelays
- Campaigns included: Friends of Parks Recruitment and 'We're watching You' (Fly-tipping)
- Environment Portfolio Plan 2016/19 presented to Committee: 7 June 2016 (ES16020) and 6-month update report to be presented 24 January 2017 (ES17016)
- Forward Work Programme reports (inc. contract updates) presented to Committee: 7 June 2016; 29 September 2016; & 8 November 2016
- Member Working Groups established and contractor scrutiny presentations arranged
- Contract Monitoring Summaries are now being transferred into new Contract Management Database – to be used for all future reporting across the Council



Service Standards Commentary

- The Service Standard (metric started 2014/15) monitors customer enquiries within CONFIRM (database managing eight service contracts) through their life-time and measures the percentage processed within the service standards at each stage. The figure covers both LBB officer and contractor activity
- Services are monitored and the chart combines the performance for all Environment Portfolio services. The 95% performance target was met in Q1 but Q2 performed just below target

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

- 4.1 Environment Portfolio Services affect the daily lives of all Bromley residents and are universal in nature - rather than being directed at particular groups within our community. Where vulnerable adults or children may be affected by a proposal or a contract, the issues would be covered in that particular report and not in this performance report, unless specific to a service.

5. POLICY IMPLICATIONS

- 5.1 Environment Portfolio services support the Council's recently revised 2016-2018 [Building a Better Bromley](#) objectives in respect of delivering a Quality Environment including to '*sustain a clean, green and tidy environment through value-for-money services provided to a consistently high standard*'. More generally, the Environment Portfolio Plan contributes to Building a Better Bromley's 'Excellent Council' outcome (e.g. delivering value-for-money and quality services).
- 5.2 The Environment Portfolio Plan 2016/19 ([ES16020](#) – 7 June 2016) effectively frames the Council's environmental policy. This policy is supported by individual service policies and plans including:
- [Transport Local Implementation Plan](#) 2014/15 - 2016/17
 - [Bromley Cycling Strategy](#) (Adopted: March 2015)
 - [Highway Asset Management Plan](#); [Winter Service Policy 2016/17](#) (Reviewed annually)
 - [Local Flood Risk Management Strategy & Action Plan](#) (Adopted: August 2015)
 - [Parking Strategy](#) (Adopted: January 2012)

- [Bromley Biodiversity Plan 2015-2020](#) (Adopted: September 2016)
- [Parks, Greenspace and Countryside Strategy \(2015-19\)](#) (Adopted: November 2015)
- [Arboricultural Strategy 2016-2020](#) (Adopted: March 2016)

6. FINANCIAL IMPLICATIONS

- 6.1 The priorities set out in this report will be delivered within the resources identified in the Environment Portfolio budget for 2016/17 and any external funding (e.g. from Transport for London) which can be secured.

7. PROCUREMENT IMPLICATIONS

- 7.1 Most of the Environment Portfolio Plan's priorities are underpinned by contracts and where these have a Total Contract Value (TCV) greater than £200k, they are reported in the Corporate Contract Register to Contracts Sub-Committee. The procurement status of contracts with a TCV >£50k is also reported to Environment PDS Committee as part of the 'Forward Work Plan, Matters Arising and Contracts Register Report' (e.g. ES17003: Env. PDS, 24 January 2017).
- 7.2 Committee also scrutinises both 'procurement strategy' and 'award of contract' reports, and also monitors individual contracts and scrutinises the contractors themselves as appropriate (e.g. Parks, Countryside and Greenspace Management Contract Review 2015/16 – ES17015 – Environment PDS, 24 January 2017).

Non-Applicable Sections:	Legal and Personnel Implications
Background Documents: (Access via Contact Officer)	Environment Portfolio Plan 2016/19 (ES16020 – 07/06/16) Building a Better Bromley (2016-18)