

APPENDIX TO ES17016

Environment Portfolio Plan 2016/17: Six-Month Progress Report

Outcome 1	Improving the Street Scene
Issues	Clean streets are a high priority for residents
	Satisfaction with the street scene has a significant impact on residents' confidence in the Council
	Growth in social media use requires the Council to continue to adapt its processes and services to meet customer expectations

Aim	Develop a Neighbourhood Management approach to commissioning street care services including promoting behaviour change, working with community and volunteer groups, and taking appropriate enforcement action to ensure the street environment reflects local needs	
In 2016/17 we will:	6-Month progress	
1.1: Keep the borough's streets and parks clean and green and reduce litter, dog fouling and fly-tipping through a programme of contracted works, education and enforcement activity	<ul style="list-style-type: none"> • Fly tipping operational plan developed • Multiple park and car park sites identified for anti-fly tipping infrastructure • Surveillance cameras purchased and being pilot tested in fly tipping hot spots • Current Dog Control Order under review to propose limitation of how many dogs can be walked at one time - will need to be changed to a Public Space Protection Order (PSPO) as required by the <i>Anti-social Behaviour, Crime and Policing Act 2014</i> 	
1.2: Continue to support monthly multi-agency operations (e.g. Operation Crystal) to target antisocial behaviour hotspots in partnership with the Metropolitan Police, DVLA, DW&P, and local housing associations	<ul style="list-style-type: none"> • Joint LBB / Police / DWP Operations undertaken: more than 120 vehicles stopped • Three illegal waste carrying vehicles seized and owners fined 	
1.3: Use existing and adopt new legislative powers and enforcement penalties in respect of fly-tipping to help keep our streets clean and safe	<ul style="list-style-type: none"> • Reported to Committee (8 November 2016) on adoption of new fly-tipping powers which allows councils to fine offenders £400 • New fly-tipping post cards printed and used to inform public and business of their legal responsibilities 	
1.4: Conduct monthly operations with the Metropolitan Police to target vehicles involved in fly-tipping, including potentially seizing vehicles which are unlicensed to carry waste	<ul style="list-style-type: none"> • Continue to undertake Joint LBB / Police / DWP operations (also see 1.2) • Members have also attended operations 	
1.5: 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	<ul style="list-style-type: none"> • Neighbourhood Management manual completed and reviewed (document used to support service delivery and training staff and contractors) • New mobile working solutions include 'CONFIRM Connect' • Performance Framework developed and populated with current & historic data • Staff training has continues – including through training workshops 	

Environment Portfolio Plan 2016/17: Six-Month Progress Report ES17016

<p>1.6: Develop a three-year Street Care Plan, in liaison with a Member Working Group, to join-up policy and resources in respect of education, enforcement and operations by Autumn 2016</p>	<ul style="list-style-type: none"> • Street Care Plan drafted and circulated for final Officer comment • Street Friends Toolkit is being completed (target Q3) in line with Tree Friend Toolkit
<p>1.7: Commence a programme of activity to commission streetscene services (along with other key environmental services such as Waste Management and Grounds Maintenance) by 2019</p>	<ul style="list-style-type: none"> • Suppliers' Open Day has taken place followed by one-to-one meetings with selected potential contractors. Aim to finalise contract documentation by end Q4
<p>1.8: 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. And produce a Street Friends' Toolkit (Autumn 2016) to complement the Tree Friends' Toolkit (produced in 2015)</p>	<ul style="list-style-type: none"> • Snow Friends surveyed, supplies checked, contacts updated • Two Big Bromley Brush-ups delivered (Mottingham and Bromley Common) by Neighbourhood Officers • Tools procured to support Tree Friends & two basal growth removal training sessions delivered for local groups • Consultation and responses received for new street tree locations • Street Friends' Tool Kit being finalised (for Q3)
<p>1.9: Continue to adapt street cleaning frequencies / times to ensure they reflect the varying needs /issues of local communities (e.g. weekend working)</p>	<ul style="list-style-type: none"> • Annual Street Cleansing Customer Satisfaction Survey undertaken by WYG for Kier (see main report for results) • Low levels of FMS additional comments indicating 'getting right first time' improvement
<p>1.10: Maintain high levels of resident satisfaction with the street cleansing service and evidence this through monitoring activity</p>	<ul style="list-style-type: none"> • Being monitored to assess improvement and to enable better use of resources • Tree canopy cover remained longer than expected due to warmer weather. Delayed leaf fall required contractor to extend the leafing programme by an additional two weeks
<p>1.11: Continue to develop and improve the borough's outdoor street café culture, increase visits by specialist street markets and consider options for future market provision</p>	<ul style="list-style-type: none"> • Increased uptake in applications for licensing outdoor seating / tables and chairs • 3 markets visited Bromley High Street • BID / LBB worked together to provide food festival and Wimbledon big screen event etc.

Outcome 2	Minimising Waste, and Increasing Recycling
Issues	Recycling rates have plateaued, so how can we encourage greater public involvement in waste minimisation and recycling?
	Recycling markets remain volatile (e.g. capacity and income / costs), which makes budgeting and service planning an on-going challenge
	Legislation (e.g. EU Circular Economy package) may require the Council to review its collection and disposal options to ensure regulatory compliance

Aim	To increase the proportion of waste recycled and reduce the amount of waste sent to landfill, within budgetary constraints
In 2016/17 we will:	6-Month progress
<p>2.1: Develop options for integrating services on expiry of the current waste collection and waste disposal contract (2019) to maximise economies of scale and harmonise collection and disposal methodologies for all elements of the waste</p>	<ul style="list-style-type: none"> • Suppliers Open Day has taken place • One-to-one meetings with selected potential contractors commenced (continued into Q3) • Contract documentation finalised by end Q4

Environment Portfolio Plan 2016/17: Six-Month Progress Report ES17016

stream	
2.2: Continue to monitor green garden waste arisings each month, in the light of further changes to satellite site provision and the continued expansion of the paid collection service	<ul style="list-style-type: none"> • New GGW customers first six months: 2,805 • Total GGW customers: 21,191 • GGW tonnages 18% increase: 1,632t • Paid collection tonnages 27% increase: 1,144t • Waldo & Churchfields 27% increase: 1,071t • Changes partly explained by warmer weather than first six months of 2015/16
2.3: Encourage and assist residents to minimise their waste, recycle more, and promote home composting through our Neighbourhood Management teams and promotional activity	<ul style="list-style-type: none"> • Service information contained in <i>Environment Matters</i> newsletter • Customer information also on the web: Bromley.gov.uk/wasteneews
2.4: Increase Green Garden Waste Collection Service paying customer numbers to 20,000 and introduce the option to pay by Direct Debit	<ul style="list-style-type: none"> • On-going promotional activity continues in a variety of media • Direct Debit payments is scheduled for Q4
2.5: Explore options for site reconfiguration at Waldo Road and Churchfields Road HWRCs to facilitate better separation and quality control of recyclable and reusable materials	<ul style="list-style-type: none"> • Churchfields Road improvements complete, enabling site to remain open whilst bays are being emptied – helps to reduce congestion
2.6: Consider options for the future continuation of the kerbside collection service for Waste Electronic and Electrical Equipment in the light of the changes to the WEEE regulations	<ul style="list-style-type: none"> • Kerbside collection scheme continues to operate but as a charged service • Government provided funding for a second Schools WEEE collection initiative, which proved popular and successful
2.7: Demonstrate legislative compliance with the Waste Regulations (England & Wales) 2011 in terms of the separate kerbside collections of paper, glass, metals and plastics	<ul style="list-style-type: none"> • The DEFRA / WRAP steering group has launched the 'Harmonisation Vision', and Bromley's current collection methodology is compliant with one option
2.8: Following the trial waste treatment at the Southwark MBT plant, evaluate the financial and environmental benefits of formalising this disposal option	<ul style="list-style-type: none"> • To be evaluated to determine viability of this as a future disposal route option

Outcome 3	Enhancing Bromley's Parks & Green Spaces
Issues	Our parks and green spaces are valued by residents and have also ecological and recreational value but their management requires significant resources
	How to further develop community involvement and generate additional external funding to help care for our parks and green spaces?

Aim	To conserve and enhance Bromley's parks and green spaces through the Fully Managed Parks Service working in partnership with the volunteer community, including by securing external funding for improvements
In 2016/17 we will:	6-Month progress
3.1: Deliver Member-approved policies and actions to achieve specified project outcomes – as reviewed by the Joint Management Board and Parks, Greenspace & Countryside (PG&C) Stakeholder Panel	<ul style="list-style-type: none"> • JMB and Stakeholder PG&C Panel met July 2016 (also December 2016) • idverde have reviewed Action Plan • Ongoing surveys undertaken with Stakeholders, volunteers and Friends during the 2016 Conference • £366k generated by id verde & Friends groups

Environment Portfolio Plan 2016/17: Six-Month Progress Report ES17016

<p>3.2: Maintain the quality, appearance and cleanliness of parks, open spaces and the countryside provided by The Landscape Group and monitored through the Council's new Neighbourhood Management teams</p>	<ul style="list-style-type: none"> • Joint monitoring results produced and reviewed for the six months to 30 September 2016 • Prepared new park facility at Queen's Gardens (delivered on schedule December 2016)
<p>3.3: Work in partnership with volunteers, stakeholders (allotment holders and sports providers), and Friends of Parks groups to ensure local priorities are identified and delivered</p>	<ul style="list-style-type: none"> • idverde have reviewed the Action Plan: see idverde web page www.bromleyparks.co.uk • Volunteer H&S Handbook launched
<p>3.4: Raise public awareness about Parks, Greenspace & Countryside (PGC) 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 BEECHE etc</p>	<ul style="list-style-type: none"> • idverde Bromley parks website www.bromleyparks.co.uk went live during September 2016 (following pilot launched at the Friends Forum Conference in June 2016) • Improvements continue to be made including (once viable and approved) the online payment system for events, activities and the BEECHE
<p>3.5: Plant some 400 street trees, maintain Bromley's publicly-owned tree stock in a safe condition, and replace trees in parks and green spaces as appropriate. Investigate opportunities for income generation from Bromley's woodlands, with a view to making woodland management cost-neutral – benefitting biodiversity and public access</p>	<ul style="list-style-type: none"> • Phase 1 of planting programme includes 600 street trees. Phase 2 is near completion in the planning stage and will consist of 200-300 park trees. Phase 3 will consist of a mixture of street and parks trees numbering approximately 200 • Progress on the reactive element of this year's programme is currently 100%. The proactive/programmed element has been delayed owing to staffing issues. This will result in a completion date by February/March 2017 • Good progress being made with surveying programme. Programmed remedial works to be completed by March 2017
<p>3.6: Manage the Parks Security contract to reduce antisocial behaviour, illegal traveller incursion, adverse possession, dog attacks, and drug abuse – and equally ensure our parks and open spaces remain accessible and enjoyable places for recreation</p>	<ul style="list-style-type: none"> • Monthly operations with local police teams to combat / deter ASB in parks such as Crystal Palace Park, St Mary Cray Recreation Ground, Mottingham Recreation Ground, Goddington Park, Church House Gardens / Priory Gardens • Monthly updates on intelligence and action with Police off-road motorbike team to identify hotspot areas
<p>3.7: Develop and maintain paths, infrastructure and other hard landscaping features in parks, open spaces and the countryside so they remain safe and useable</p>	<ul style="list-style-type: none"> • Annual survey has been produced and is to be reviewed
<p>3.8: Maintain the borough's 67 equipped play areas so they provide good quality local facilities for all, potentially including improving Whitehall Recreation Ground and equipment for less-abled users at Chislehurst</p>	<ul style="list-style-type: none"> • The Annual Safety Survey 2016 was undertaken – subject to analysis in Q3. This will be subject to ongoing review within the operational year • Necessary repairs sanctioned either through Operational Property or directly from idverde resource as identified within the partnership framework chart for repairs to infrastructure
<p>3.9: Contribute to improving residents' health by supporting park users, sports activity providers, allotment holders and other partners – including the new Whitehall Recreation Ground Green Gym and working with Nash College at Brook Lane and BEECHE</p>	<ul style="list-style-type: none"> • idverde have reviewed the Action Plan: results on the Idverde web page www.bromleyparks.co.uk
<p>3.10: Implement the Events and Activities Strategy (2015-19) to promote and support public use of parks and green spaces especially for community events and activities</p>	<ul style="list-style-type: none"> • idverde provided a Strategic Plan for Events, which was adopted by the February 2016 PDS as Policy • idverde produce monthly events lists as e mails

Environment Portfolio Plan 2016/17: Six-Month Progress Report ES17016

	to the client, stakeholders and key staff. The list can be seen (larger events only) on the idverde Bromley Web www.bromleyparks.co.uk
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Outcome 4	Managing our Transport Infrastructure & Public Realm
Issues	Satisfaction with the condition of roads and pavements has a significant impact on residents' confidence in the Council, so we need to maintain their condition
	Utility works can cause disruption and congestion unless this activity is coordinated and inspected by the Council to protect the Council's asset
	Localised flooding may become more frequent and problematic and practical inter-agency solutions are needed

Aim	To continue to invest in timely and effective manner in our roads, pavements and street lighting to maintain the value of the highway asset	
In 2016/17 we will:	6-Month progress	
4.1: Integrate all highways management functions (planned and reactive works) within one highways team to provide a single point of contact and improve service effectiveness	<ul style="list-style-type: none"> • New management structure in place and operating • Proposals to provide an integrated highways / streetworks inspection function have been considered by the Commissioning Board. A further report will be submitted before consideration by ES PDS 	
4.2: Investigate potential capital investment opportunities to reduce revenue expenditure on reactive and planned highways maintenance by improving the condition of the highway asset	<ul style="list-style-type: none"> • Report submitted to Council October 2016 (Agreed) • Member Working Group to be arranged in November to consider maintenance options 	
4.3: Adopt the Highway Asset Management Plan (summer 2016) to help prioritise maintenance and investment decisions - helping to ensure the Council achieves value-for-money by balancing priorities including cost and quality	<ul style="list-style-type: none"> • Code of Practice published 28 Oct. 2016 • LBB working with other boroughs and LoTAG to ensure a consistent approach taken to meeting the Code's requirements • A report will be prepared for Env. PDS during Q1 2017/18 once the implications identified 	
4.4: Improve the condition of the highway network by completing the approved Planned Highways Maintenance Programme of road and pavement resurfacing	<ul style="list-style-type: none"> • Planned carriageway programme for borough roads was completed in September 2016 • Footway works to be completed in March 2017 	
4.5: Consider further opportunities for Street Lighting invest-to-save initiatives (e.g. through SALIX Carbon Management Fund)	<ul style="list-style-type: none"> • Invest-to-save project due to be completed November 2016, with accounts cleared December 2016 • No action on SALIX funding to date 	
4.6: Review the Winter Service's effectiveness and priorities in the light of experience gained in responding to past ice, snow and flooding incidents	<ul style="list-style-type: none"> • Winter service policy and plan have been updated to include changes in responsibilities following reorganisation of S&G 	
4.7: Undertake highway safety inspections and implement reactive works to ensure the borough's roads and pavements are maintained to an appropriate standard to protect the public and reduce insurance claims for personal injury and damage to property	<ul style="list-style-type: none"> • Highway safety inspections have been completed within required timescales 	

Environment Portfolio Plan 2016/17: Six-Month Progress Report ES17016

<p>4.8: 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</p>	<ul style="list-style-type: none"> • Code of Practice: published 28 October 2016 • LBB is working with other London Boroughs and LoTAG to ensure a consistent approach is taken to meeting the requirements of the Code • A report will be prepared for Env. PDS during Q1 2017/18 on the implications have been identified
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Aim	To coordinate and improve the standard of work carried out by the utilities	
In 2016/17 we will:	6-Month progress	
<p>4.9: Continue to monitor the progress of utility works, and take enforcement action when works are not completed within the agreed timescale (to reduce traffic congestion)</p>	<ul style="list-style-type: none"> • 6-month: 204 Fixed Penalty Notice issued to utilities • 6-month: 2,085 defects have been issued to utilities 	
<p>4.10: Continue to inspect at least 80% of utilities works (50% more than required by the national code of practice) to ensure reinstatement is undertaken to the correct standard – taking enforcement action where necessary to protect highway assets</p>	<ul style="list-style-type: none"> • 6-months: Activity levels continue to be met 	

Aim	To improve the borough's resilience to the risk of flooding	
In 2016/17 we will:	6-Month progress	
<p>4.11: Increase flood risk awareness and develop resilience through our Lead Local Flood Authority role</p>	<ul style="list-style-type: none"> • Officers continue to attend South East London Flood risk partnership meetings. The Lead Local Flood Authority now has its own landing page on the Bromley website. Emails address floodrisk@bromley.gov.uk is now being used by residents to present surface water drainage enquiries to the team 	
<p>4.12: Continue to ensure surface water drainage is properly considered in the development process and that suitable plans exist to maintain sustainable drainage assets into the future</p>	<ul style="list-style-type: none"> • More than 600 planning applications have been reviewed over the last 6 months. • Approx. 80% required a surface water drainage condition to be applied, almost all of these incorporated sustainable drainage elements 	
<p>4.13: Deliver the Action Plan set out in the Local Flood Risk Strategy</p>	<ul style="list-style-type: none"> • A wet spring gave over to an exceptionally dry summer, a storm in late June produced some minor flash flood incidents which have been mainly attributed to Thames Water assets • The Environment Agency has 4 projects underway and is seeking local contributions to push funding score into the viable range for project to proceed (currently awaiting details). • Further surveys on OWC dependent on outcome of funding contributions considered above 	

Environment Portfolio Plan 2016/17: Six-Month Progress Report ES17016

Outcome 5	Improving Travel, Transport & Parking
Issues	Rising numbers of cars, as the number of residents and households increases, leading to congestion and parking issues
	Lack of connectivity and investment in transport preventing access to opportunities and services
	Managing on and off street parking to balance the needs of motorists, residents and businesses

Aims	To improve the road network and journey-time reliability for all users
	To improve 'connectivity' (getting to places you couldn't previously reach easily) and 'integration' (linking different modes of transport)
	To reduce congestion and greenhouse gas emissions by promoting cycling, walking and public transport journeys
	To promote safer travel, and reduce the number and severity of road accidents
	To provide accessible, affordable, fair and effective parking services
In 2016/17 we will:	6-Month progress
5.1: Look to decrease congestion and address journey times on priority routes, including at key junctions on the major road corridors across the borough	<ul style="list-style-type: none"> • Activity progressing at <ul style="list-style-type: none"> ○ Keston Mark ○ Keston to Biggin Hill ○ Crystal Palace Parade/Anerley Hill ○ Chislehurst Common ○ St Paul's Cray, Main Road/Sevenoaks Way. ○ Leasons Hill / A224 ○ Shortlands Station area ○ Orpington, Crofton Road/Station Road ○ Mottingham, William Barefoot Drive/Mottingham Road
5.2: Continue to improve transport and accessibility in our town centres to ensure they contribute to a thriving local economy by: <ul style="list-style-type: none"> <input type="checkbox"/> completing congestion relief schemes in Beckenham and Penge town centres <input type="checkbox"/> ensuring public realm schemes (inc. Beckenham town centre) contribute to improved transport infrastructure, and <input type="checkbox"/> ensuring building works at opportunity sites don't detrimentally impact local transport networks 	<ul style="list-style-type: none"> • Beckenham: <ul style="list-style-type: none"> ○ Advising Public Realm team on pedestrian crossing facilities ○ Albemarle/Rectory Rd junction improvement will be completed in October 2016 • Penge: <ul style="list-style-type: none"> ○ Detailed design is being finalised before safety audit can take place • Bromley, High Street/Westmoreland Road/Masons Hill <ul style="list-style-type: none"> ○ Junction improvements will be informed by the town centre modelling work currently underway with traffic surveys taking place in November
5.3: Improve rail connectivity, capacity and reliability to Bromley by lobbying for the Docklands Light Railway and the extension of London Overground (suburban rail services) plus engage with Network Rail's 'Kent Route Study'	<ul style="list-style-type: none"> • Officers have attended all stakeholder meetings with Network Rail and a presentation was given to Members by Network Rail at the Council's Public Transport Liaison meeting in June
5.4: Help to reduce avoidable delays to bus journeys by improved parking management, tackling pinch points, and making bus stops more accessible	<ul style="list-style-type: none"> • 61% of bus stops across the borough have now been brought up to current standards

Environment Portfolio Plan 2016/17: Six-Month Progress Report ES17016

<p>5.5: Make transport interchanges safer and easier to use – including railway station access improvements (e.g. Orpington and Kent House)</p>	<ul style="list-style-type: none"> • Council wrote to Network Rail (NR) in June to lobby for these stations to be included in the Access for All programme, following NR's spending review • New cycle hubs at Beckenham and Orpington to be provided this financial year in partnership with South Eastern (dependent on improvements to the station forecourt at Orpington).
<p>5.6: Reduce traffic congestion, improve road safety, and encourage walking and cycling by supporting schools, developers and businesses to implement Travel Plan actions such as cycle parking and training, improving safety around schools, and encouraging car clubs</p>	<ul style="list-style-type: none"> • Direct Line are 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 • Continue to run annual walk to school campaigns
<p>5.7: 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</p>	<ul style="list-style-type: none"> • Q1: All Q1 sites implemented • Q2: Some Q2 sites have been delayed while objections are dealt with
<p>5.8: Lobby King's College Hospital NHS Foundation Trust to improve parking at and around Princess Royal University Hospital</p>	<ul style="list-style-type: none"> • With Planning as an enforcement issue • Officers met with Ward Members in to decide initial measures in Starts Hill related to the Bassetts

<p>Aim</p>	<p>To reduce road casualties</p>	
<p>In 2016/17 we will:</p>	<p>6-Month progress</p>	
<p>5.9: Continue implementing the Council's programme of accident reduction measures in key locations</p>	<ul style="list-style-type: none"> • Awaiting Safety Audit on additional pedestrian aspect of the Copers Cope scheme, prior to implementation • Awaiting final scheme designs for Penge High Street (once complete the scheme can be Safety Audited). 	
<p>5.10: Identify and prioritise locations for accident reduction measures in 2017/18</p>	<ul style="list-style-type: none"> • Due to the delay in receiving the accident data - works are still on-going. Further details in Q3 	
<p>5.11: Implement the Council's road safety education programme in schools and the wider community</p>	<ul style="list-style-type: none"> • Significant schools activity undertaken including: <ul style="list-style-type: none"> ○ Visited 38 schools to deliver Yr.6 transition involving 1,900 students ○ Delivered over 4,000 6-Up packs containing important information about moving to secondary school • Community activity included: <ul style="list-style-type: none"> ○ 'Parking with coincidence', 'bike maintenance', 'car seat checking', and 'cycling training' etc 	

<p>Aim</p>	<p>To provide accessible, affordable, fair and effective parking services</p>	
<p>In 2016/17 we will:</p>	<p>6-Month progress</p>	

Environment Portfolio Plan 2016/17: Six-Month Progress Report ES17016

5.12: Continue the successful Shared Parking Service with LB Bexley, including reviewing opportunities for developing and widening the scope of the shared service	<ul style="list-style-type: none"> • See 5.13
5.13: Tender in partnership with LB Bexley (Q2 - 2016), the Joint Parking Services Contract with award scheduled for Nov/Dec 2016 and contract commencement scheduled for April 2017	<ul style="list-style-type: none"> • ITT issued – Tenders returned, evaluation process commenced, award expected in Q3 with Implementation and Transition in Q4 • Commencement is Q1 2017/18 • Contract now awarded
5.14: Continue to improve the effectiveness and fairness of the Council's parking enforcement activities – including continuing to evaluate the impact of the Deregulation Act 2015 (effective April 2015) on CCTV and observation times	<ul style="list-style-type: none"> • At the six month marker, effects of actions are being reviewed
5.15: Investigate further developing 'smart solutions' to make the parking experience more seamless, simpler, and customer friendly through the use of Automatic Number Plate Recognition, pre-payment/booking, and smartphone apps etc	<ul style="list-style-type: none"> • Evaluating Tender to identify innovation etc. See 5.13 (Contract now awarded)
5.16: Ensure that parking facilities continue to meet the industry's Park Mark standard (cleanliness, lighting and accessibility) and that reasonable parking charges support the vitality of the borough's town centres	<ul style="list-style-type: none"> • Appropriate Car Park applications submitted and award achieved for 34 car parks (100% of those submitted)
5.17: Ensure the continuing development of the paperless parking permit solution and continue to develop public on-line access through controlled e-forms as part of the channel shift strategy away from emails.	<ul style="list-style-type: none"> • Evaluating Tender to identify innovation. / See 5.13 (Contract now awarded)
5.18: Replace the aging fluorescent lighting at the Council's three Multi Storey Car Parks with energy efficient LED lighting, by May 2016, to save ~66% of energy consumption, 250tCO ₂ e, and £55k on energy costs each year	<ul style="list-style-type: none"> • Fully achieved on time and on budget.

Outcome 6	Improving Customer Service & Business Management
Issues	How to best communicate our services, especially service changes
	How to meet residents' expectations regarding excellent service provision with progressively reduced resources?
	How to ensure the public understands the Council's ongoing commitment to maintaining a quality environment in an age of austerity?

Aims	To maintain high customer service and environmental quality standards
	To ensure services are contracted, monitored, reported, and provide value-for-money according to the Council's rules
	To uphold good governance and accountable decision-making
In 2016/17 we will:	6-Month progress
6.1: Sustain customer service improvements, including managing social media interactions, to ensure appropriate channels are used (e.g. through Fix My Street)	<ul style="list-style-type: none"> • Templated responses being given for social media queries, including Twitter but further work is needed • 'Report it' being promoted as part of the Council's routine communications messages and the proportion of 'missed bin' reports online

Environment Portfolio Plan 2016/17: Six-Month Progress Report ES17016

	is approaching 100% on some days
6.2: Communicate strategic and borough-wide messages on-line and also by publishing news releases, public notices, the biannual <i>Environment Matters</i> newsletter	<ul style="list-style-type: none"> Waste collection disruption information published on the Council's website on a daily basis if needed, with a 'holding' message on the page if no disruption www.bromley.gov.uk/WasteCollectionDelays Distribution of <i>Environment Matters</i> is currently being planned
6.3: Communicate opportunities for increased public participation in keeping our streets and parks clean, safe and green by promoting the work of volunteers, stakeholders and Friends groups	<ul style="list-style-type: none"> Friends of Parks recruitment campaign is ongoing, with Friends of Parks publicity and related materials referring to recruitment Winter <i>Environment Matters</i> is actively seeking and referring to all the different 'Friends' groups 'We're watching You' fly-tipping campaign is continuing, with targeted distributions of post cards, with further enforcement activity being publicised as appropriate, including <i>Environment Matters</i>
6.4: Communicate service changes and opportunities directly to residents in a timely manner including Green Garden Waste Service, street cleaning schedules and bank holiday arrangements	<ul style="list-style-type: none"> e-mail sent to residents on the Council's 'known resident' e-mail list and this will continue in a more developed way over time Councillors informed about street works and opportunities in local media/social media have been used to outline what the Council is responsible for and what can be done etc.
6.5: Use Member and customer feedback to help improve service performance and respond effectively, and within agreed timescales, to customer complaints and information requests	<ul style="list-style-type: none"> Some common information requests are published on the Council's website but further work is required
6.6: Support Environment PDS Committee by: <ul style="list-style-type: none"> <input type="checkbox"/> ensuring decision-making is transparent and supported by sound procedures <input type="checkbox"/> presenting the Portfolio Plan for scrutiny and reporting on its progress twice a year <input type="checkbox"/> reporting the Forward Work Programme to each committee meeting – including updates on the Portfolio's main contracts <input type="checkbox"/> facilitating scrutiny powers over a range of public bodies, contractors, and the Council itself 	<ul style="list-style-type: none"> Environment Portfolio Plan 2016/19 presented to Committee: 7 June 2016 (ES16020) Six month update report to be presented to Committee: 24 January 2017 (ES17016) FWP report (inc. contract updates) presented to Committee: 7 June 2016; 29 September 2016; & 8 November 2016 Member Working Groups established and contractor scrutiny presentations arranged
6.7: Ensure that sound business practices are firmly embedded, including the further development of Contract Monitoring Summaries and performance monitoring data for Member scrutiny	<ul style="list-style-type: none"> Contract Monitoring Summaries are now being transferred into new Contract Management Database – to be used for all future reporting across the Council etc
6.8: Ensure compliance with governance, finance and procurement rules, including systems for recording waivers, service risks, and evidence for the Annual Governance Statement	<ul style="list-style-type: none"> Established appropriate governance systems for Environmental Services Programme Board including Risk Register, Team Site, Group Mailbox, Programme Plan, and Programme Board meetings Tendered Council Information Display Units in conformity with Contract Procedure Rules Monitored system for recording the Portfolio's waivers