

**Decision Maker:** ENVIRONMENT PDS COMMITTEE

**Date:** 30th January 2018

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

**Title:** ENVIRONMENT PORTFOLIO PLAN 2017/20:  
HALF-YEAR PROGRESS REPORT FOR 2017/18

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**Chief Officer:** Nigel Davies, Executive Director of Environment & Community Services

**Ward:** (All Wards);

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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 2017/20 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**

**Environment PDS Committee is asked to note six-month progress against the Environment Portfolio Plan's aims for 2017/18.**

### 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 2017/18 & Capital Programme
  4. Total current budget for this head: £29.56m & £5.318m (TfL funding)
  5. Source of funding: 2017/18 budget & TfL funding
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### Personnel

1. Number of staff (current and additional): 139.7fte
  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 2017/20 was scrutinised by the Environment PDS Committee on 12 July 2017 ([ES 17035](#)) and agreed by the former Environment Portfolio Holder.
- 3.2 The 2017/20 Environment Portfolio Plan sets out six outcomes, together with their associated aims and performance measures, covering:
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 on selected aims (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**

- *Develop Neighbourhood working to reduce the occurrence of common customer problems through improved business processes and systems and enable us to be more responsive to local issues*
- *Continue to adapt street cleaning techniques and frequencies/times to address local issues identified by data, Members and communities*
- *Conduct regular operations with the Metropolitan Police to target vehicles involved in fly-tipping, including potentially seizing vehicles which are unlicensed to carry waste*
- *Continue to provide support to the community (Residents' Associations, Street, Tree, Snow Friends and other volunteer groups) to improve the streetscene, including identifying problem hotspots and organising clean-ups*

#### **Progress Update**

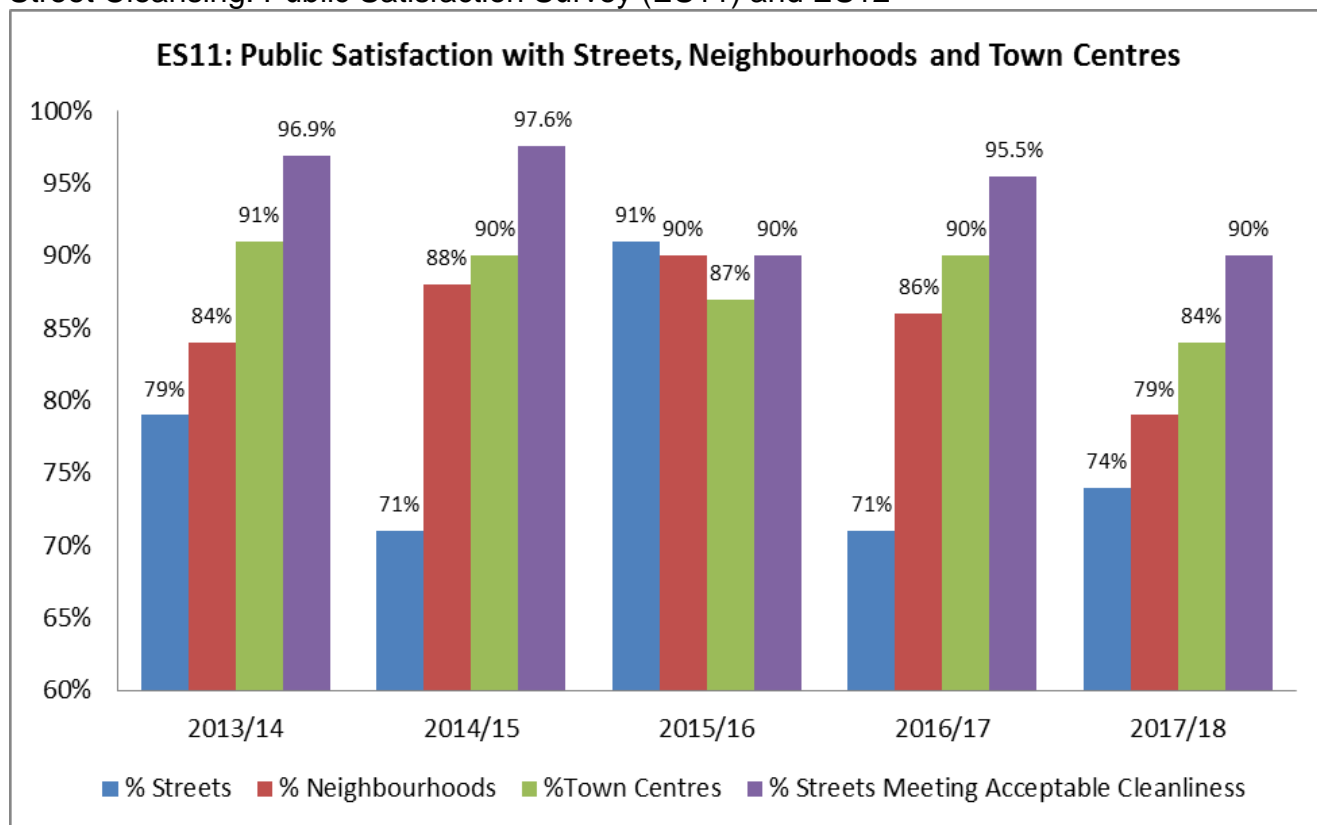
- Over 95% of customer enquiries are responded to within published Service Standards
- Mobile fly tipping patrols undertaken by LBB Enforcement Officers in Police vehicles
- Three joint fly-tipping operations: 60 vehicles stopped and checked; three vehicles seized
- Neighbourhood Management restructure and Annual Review completed by June 2017
- Acquired a new 'Street Scrubber' for use primarily within Bromley Town Centre
- Additional crews commissioned to assist with Autumn weather demands
- Working with stakeholders on Penge and Beckenham BIDs to improve public and private realm including introducing commercial paper recycling for Bromley Town Centre
- Strategic depot review prepared and completed for approval by ES Commissioning Board
- 732 man hours worked by 'community pay back' on a variety of projects
- Snow Friends Conference attended more than 100 current and potential Snow Friends

#### **Street Cleansing: Contractor Performance Monitoring (by client officers)**

<b>Indicator ES12</b>	<b>2012/13 6-month</b>	<b>2013/14 6-month</b>	<b>2014/15 6-month</b>	<b>2015/16 6-month</b>	<b>2016/17 6-month</b>	<b>2017/18* 6-month</b>	<b>2017/18 6-month target</b>
Streets meeting acceptable cleanliness standards (%) (ES12)	95	96.9	97.6	99.0	95.5	90	95

\*2017/18 data based on Q2

## Street Cleansing: Public Satisfaction Survey (ES11) and ES12

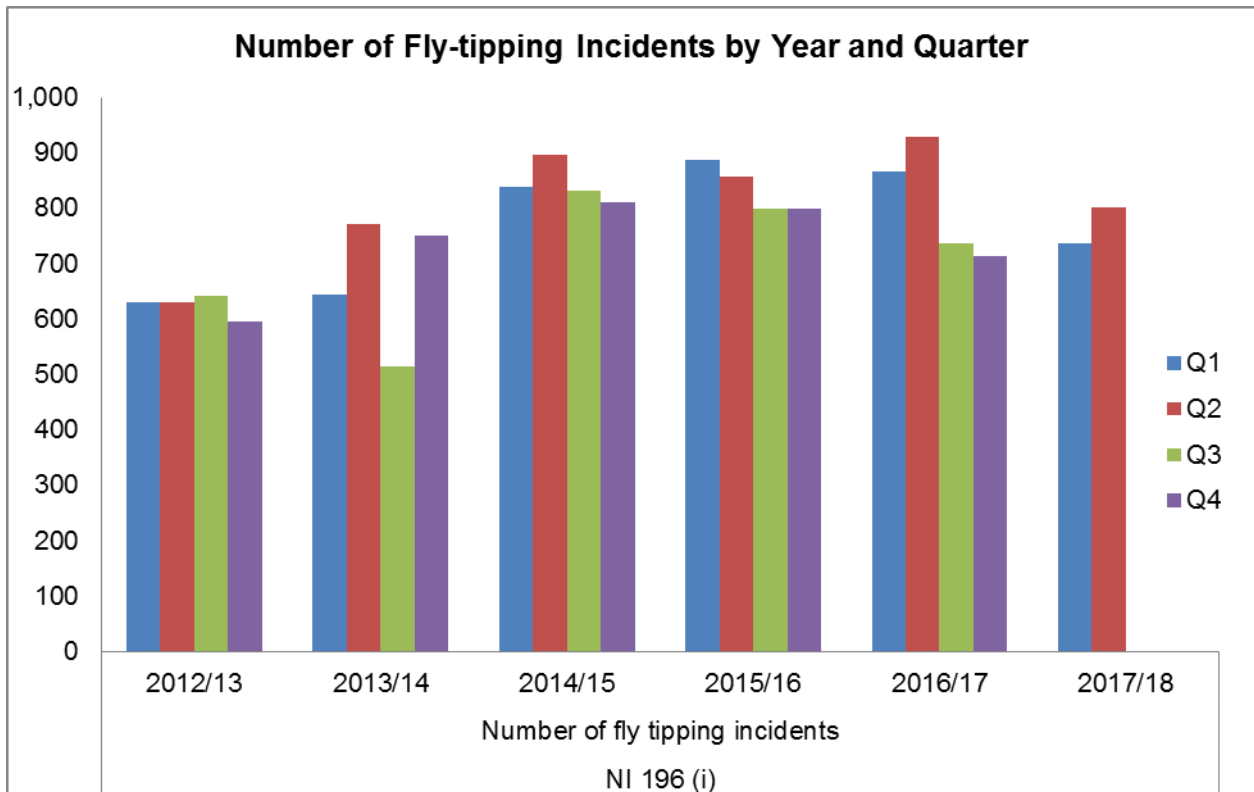


### Street Cleansing Commentary

- Street cleanliness standards remain high both in terms of public satisfaction with service (ES11) and contractor monitoring by client officers (ES12)
- ES11: The Annual Public Satisfaction Survey (conducted in September 2017 by WYG Environment through a postal and on-street survey) found 74% were satisfied with the cleanliness of the streets, 79% with neighbourhoods and 84% with the Town Centres. Within these generally high levels of satisfaction, there are variations. The public are slightly less satisfied (compared with last year) in the cleanliness of their Neighbourhoods and Town Centres but slightly more satisfied with how clean their local streets are.
- ES12: Contractor Performance Monitoring undertaken by client officers (inspecting routine scheduled activities) found 90% of streets met acceptable cleanliness standards (in Q2), a fall in comparison with the previous two years (and below the 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	2017/18 6-month	2017/18 6-month target
<b>Fly-tipping Incidents</b>	1,258	1,415	1,735	1,745	1,796	1,538	<1,625
<b>Fly-tipping enforcement actions</b>	239	195	181	183	169	130	162.5



#### Fly-tipping commentary

- Fly-tipping remains a concern for Members and public alike, given the increase in numbers over the past four years
- The good news is that at the six-month stage there have been 258 fewer incidents (1,538) compared with the six-month stage in 2016/17 (1,796) – which is better than target
- The number of enforcement actions (we aim to take some form of action in relation to 10% of fly-tips) undertaken (130) is slightly below target

#### **Outcome 2: Minimising Waste & Increasing Recycling**

- *Encourage and assist residents to minimise their waste and recycle more with a special focus this year on promoting an enhanced use of the Food Waste Recycling Service through the 'Food for Thought' campaign*
- *Increase Green Garden Waste Collection Service paying customer numbers to 26,500 (12.5% increase) and introduce the option to pay by Direct Debit by April 2018*
- *Following a successful waste treatment trial at a specialist MBT plant during 2016/17, the Council will further develop this programme in 2017/18 to divert more waste from expensive landfill*

#### Progress Update

- Contributed to development of proposed Environmental Services Contract, which will now be tendered in January 2018
- 'Food for Thought' campaign promoted through Spring and Winter editions of Environment Matters (Food Waste Recycling Behaviour Change campaign being developed for launch in early 2018)
- 23,660 customers (end September 2017), which is an increase of 12% (2,469 additional customers) compared with the same period last year
- Exploring use of a Mobile App that provides residents with notifications about their waste and recycling Information
- By end September 2017, 5,539t of waste diverted to MBT from landfill

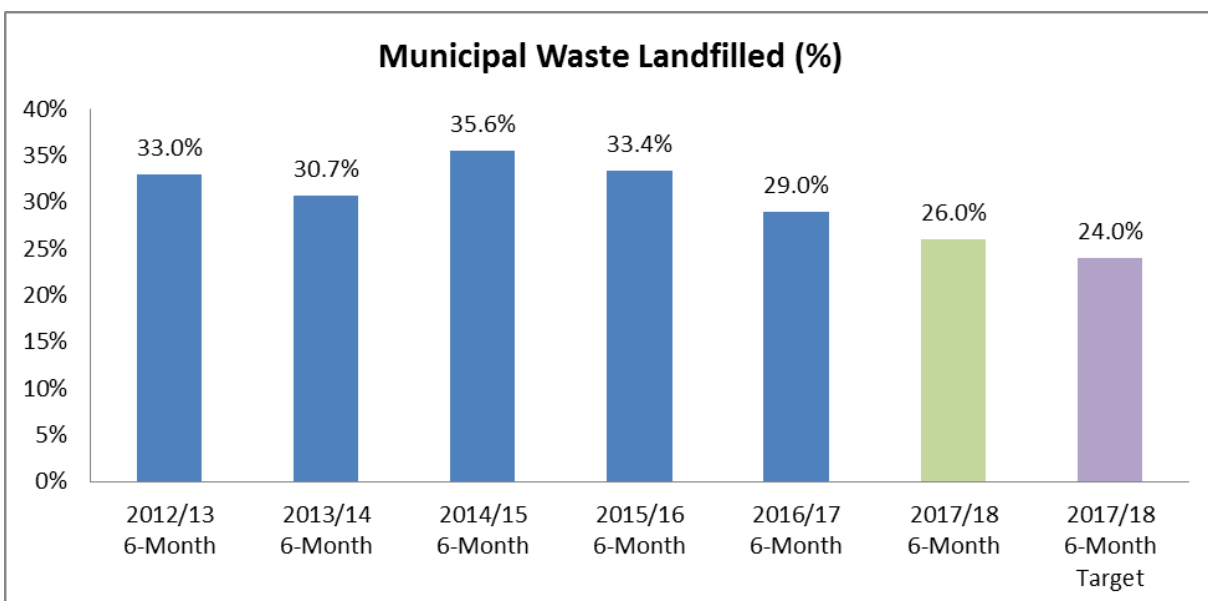
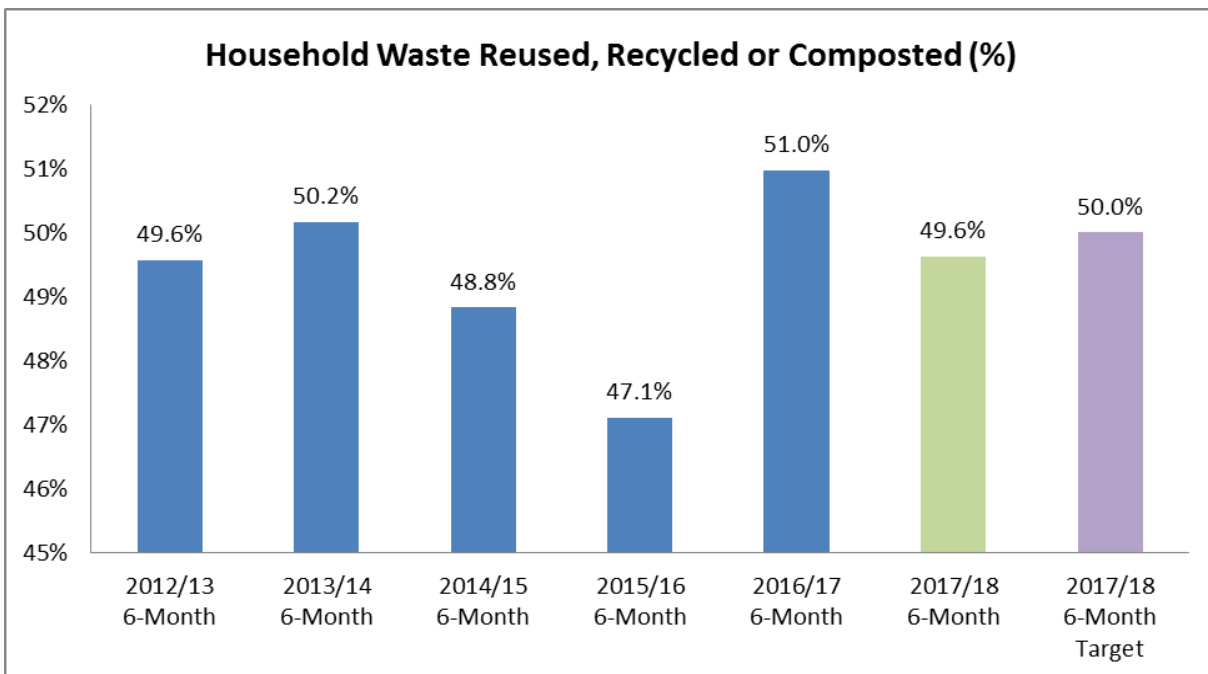
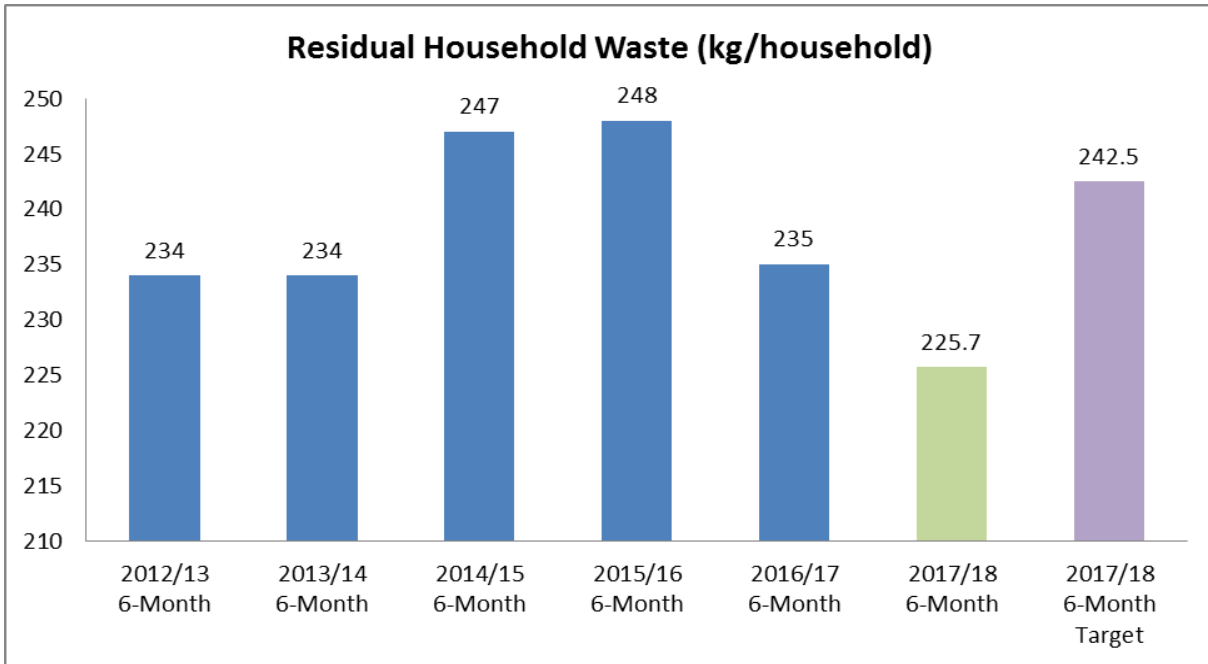
## Waste Management Overview

Performance Indicators	2012/13 6-Month	2013/14 6-Month	2014/15 6-Month	2015/16 6-Month	2016/17 6-Month	2017/18 6-Month	2017/18 6-Month Target
Household waste recycled/composted (%) NI 192	49.57	50.17	48.83	47.1	50.97	49.63	50
Dry recycling (kg/household) (ES14)	130	131	121	104	129	114.6	127.5
Organics recycling (kg/household) (ES15)	100	99	109	102	111	107.7	94
Municipal waste landfilled (%) NI 193	33.01	30.74	35.57	33.4	29	26	24
Residual household waste (kg per household) NI 191	234	234	247	248	235	225.7	242.5
Total waste arising (refuse & recycling) (tonnes) (ES16)	72,177	72,962	75,660	75,377	78,617	78,188	74,500
Missed bins (/ 000,000 collections) (ES6)	41	55	81	122	104	130	180

- The table above summarises 6-month performance for the key waste management metrics
- The following charts visualise this data for: total waste arisings; residual household waste (non-recycled waste); household waste recycling rates; and how much waste is landfilled



- Almost 500t less waste was produced by residents in the first six month of 2017/18 compared with the previous year which help to control costs and benefits the recycling rate
- However, waste arisings are still higher than the historic average and the Council needs to continue to encourage residents to take action on waste minimisation



## 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 2017/18. Although the recycling rate is slightly lower than last year, it is still on track to hit the 50% target by the year end
- Organic recycling (kitchen and garden waste) levels although slightly lower than the equivalent period last year, are higher than the recent historic average and higher than target
- For the third year in succession municipal waste sent to landfill has reduced and is now at an all-time (6-month) low at 26% (although the target was 24%)
- Total waste arisings (residual and recycled) are lower than in previous years. Importantly residual household waste has also fallen to 225kg/household – which is an all-time low
- The method used to calculate ‘missed bins’ has changed, so direct historical comparisons are not possible. The current number of missed bins is 130/000,000, which is below target.

## **Outcome 3: Enhancing Bromley’s Parks & Green Spaces**

- *Work in partnership with stakeholders (allotment holders and sports providers) and Friends of Parks groups to ensure local priorities are identified and delivered and develop a ‘Volunteers for the Future’ Task Force – a recruitment strategy to target younger people*
- *Raise public awareness about Parks, Greenspace & Countryside (PGC) including through promotion of the dedicated Bromley Parks website managed by idverde (e.g. EventApp – an online event booking system) and providing on-line information e.g. booking classes at BEECHE etc.*
- *Work in partnership with community groups to secure external funding to deliver projects such as construction of the Club House at Chislehurst Recreation Ground and further develop the Croydon Road Recreation Ground (‘Bowie’) Bandstand*
- *Develop schemes to improve our parks including the Betts Park canal wall, Tikspack dog waste bag dispensing system (free to users), apply for Green Flag status for three more parks*

## Progress Update

- Significant stakeholder partnership working including: Volunteer Development Plan; Recruitment of younger volunteers; Idverde provided funding support to various stakeholder groups; and Achieved Wildlife Trust Garden Award for Brook Lane Community Garden
- 6,400 people visited Bromley Parks website (September); 95% of event bookings are completed online; and Bromley Parks Twitter account now engages with over 1,300 followers
- £128k external funding generated and £11,800 raised for restoration of the Bowie Bandstand from 2017 summer fundraising event
- Phase 1 (Parks) & 2 (Highways) of 2017/18 revenue-funded Planting Programme are on order with the contractors (467 trees)
- LBB, Ward Security & Police have dealt with over 10 illegal traveller incursions into LBB parks and open spaces
- Annual Condition Survey (e.g. benches, gates, railings, bins etc) completed in October
- Play area improvements planned for Whitehall Recreation Ground, Blake recreation Ground, and Newbury playground
- Well-being activities included: Park Run established at Hoblingwell Park; Sports England funding secured for Sparrows Den rugby pitch improvements; Walking for Health routes are cleared safe for users; and support to Penge Green Gym
- Park improvements including: Partnering Bromley College to facilitate student placements in Elmfield Woods and Norman Park around conservation and litter picking; footpath improvements at Riverside Gardens, St Pauls Cray Hill Park, Keston Common War Memorial, and Farnborough Recreation Ground
- Business Plan delivery included: ‘Event App’ launch, supporting Bowie Bandstand activity, and Crystal Palace Overground and Norman Park Nostalgia festivals



## **Outcome 4: Managing our Transport Infrastructure & Public Realm**

- *Implement the £11.8m two-year capital investment programme to reduce revenue expenditure on reactive and planned highways maintenance by improving the condition of the highway asset*
- *Prepare to adopt the new DfT Code of Practice ‘Well Managed Highways’ (to deliver a risk-based approach to maintaining highway assets e.g. roads, street lighting, and highway structures) for implementation by October 2019*
- *Implement major public realm projects in Beckenham High Street, Penge High Street, Bromley High Street pedestrian area, and the Walnuts Shopping Centre Orpington*

### Progress Update

- Phase 1 & 2 of capital investment programme (to reduce revenue expenditure on reactive and planned highways maintenance) approved by Environment Portfolio Holder. Phase 3 considered at October Environment PDS and spend profile in line with estimates
- Officers have been working with LoTAG and other boroughs to establish guidance documents on adopting the new ‘Well Managed Highways’ Code of Practice. Meeting to be arranged with all stakeholders in Q3 to agree future action plan and timescale
- Public Realm schemes progressing to timetable and budget on Beckenham High Street, Penge High Street, Bromley High Street and Walnuts Shopping Centre Orpington
- Preliminary Flood Risk Assessment update complete and with the Environment Agency for review and Strategic Flood Risk assessments completed, awaiting publication by Planners

<b>Performance Indicators</b>	<b>2012/13 6-Month</b>	<b>2013/14 6-Month</b>	<b>2014/15 6-Month</b>	<b>2015/16 6-Month</b>	<b>2016/17 6-Month</b>	<b>2017/18 6-Month</b>
Number of FPNs issued (ES19)	213	512	253	244	204	<b>57</b>
Number of Defect Notices (ES20)	-	-	-	2,600	2,085	<b>965</b>

### Utilities Works Commentary

- Fixed Penalty Notices (FPNs) are issued to Utilities for working without a permit, incorrect registration details, or breach of permit conditions. The figure is lower than this stage last year because the Utilities are generally working within the Council’s permitting rules.
- Defect Notices are issued to Utilities for poor reinstatement following highway works. The figure is lower than at this stage last year because Utilities are improving the quality of their works and completing first time permanent reinstatement. This means that Utilities do not need to register works as ‘interim’ and return at a later date to complete the permanent reinstatement. Most Utilities have now employed a ‘clerk of works’ who audits all sites once the works are completed to ensure that the team have complied with the specification of reinstatement of the highway.

## **Outcome 5: Improving Travel, Transport & Parking**

- *Continue to improve transport and accessibility in our town centres to ensure they contribute to a thriving local economy including by implementing congestion relief schemes at Croydon Road / Anerley Road (Penge) and Red Lodge Road / Station Road (West Wickham)*
- *Make transport interchanges safer and easier to use – including railway station access improvements (e.g. Orpington and Kent House)*
- *Working with London Councils and TfL and others to reduce the environmental impacts of transport through charging points, car clubs etc*
- *Deliver improved Parking Services with the new contractor APCOA and ensure successful implementation of the new enforcement contract during 2017/18*

## Progress Update

- Reducing congestion and addressing journey times on priority routes are underway including; Modelling work at Westmoreland Road/Masons Hill junction, the Redesign of Croydon Road/Anerley Road Junction and safety changes to the signals carried out by TFL at the Shortlands Station Congestion area.
- Croydon Road and/ Anerley Road Full scheme has been approved by the PDS and detailed design is being completed. West Wickham, Red Lodge Road/ Station Road have received a stage 1 safety Audit and were reported to PDS on 15th November.
- Station forecourt design is being taken forward by South Eastern which is shortly to embark on the detailed design and appoint contractors. New cycle hubs identified at Elmstead Woods and Kent House.
- New sites delivered this year in Bromley: South Hill Road, Chelsfield and The Meadway, includes a combination of standard and rapid charging points. Targeted promotion of Car Clubs across the Borough is proposed subject to approval by the Portfolio Holder

Performance Indicators	2012/13 6-Month	2013/14 6-Month	2014/15 6-Month	2015/16 6-Month	2016/17 6-Month	2017/18 6-Month	2017/18 6-Month Target
Appeals 'heard' by London Tribunals (formerly PATAS) (ES8)	335	276	143	106	192	121	332
ETA cases won by LB Bromley (% of cases heard) (ES9)	-	-	-	-	74	71	80

## Parking Commentary

- Appeals heard by London Tribunals (which adjudicates on parking appeals), against PCNs issued by LB Bromley, are lower (i.e. better) than for 2016/17 and better than target (ES8)
- Percentage of London Tribunals cases won by LB Bromley 71% which is a slight reduction on 2016/17 when 74% of cases were won (ES9)

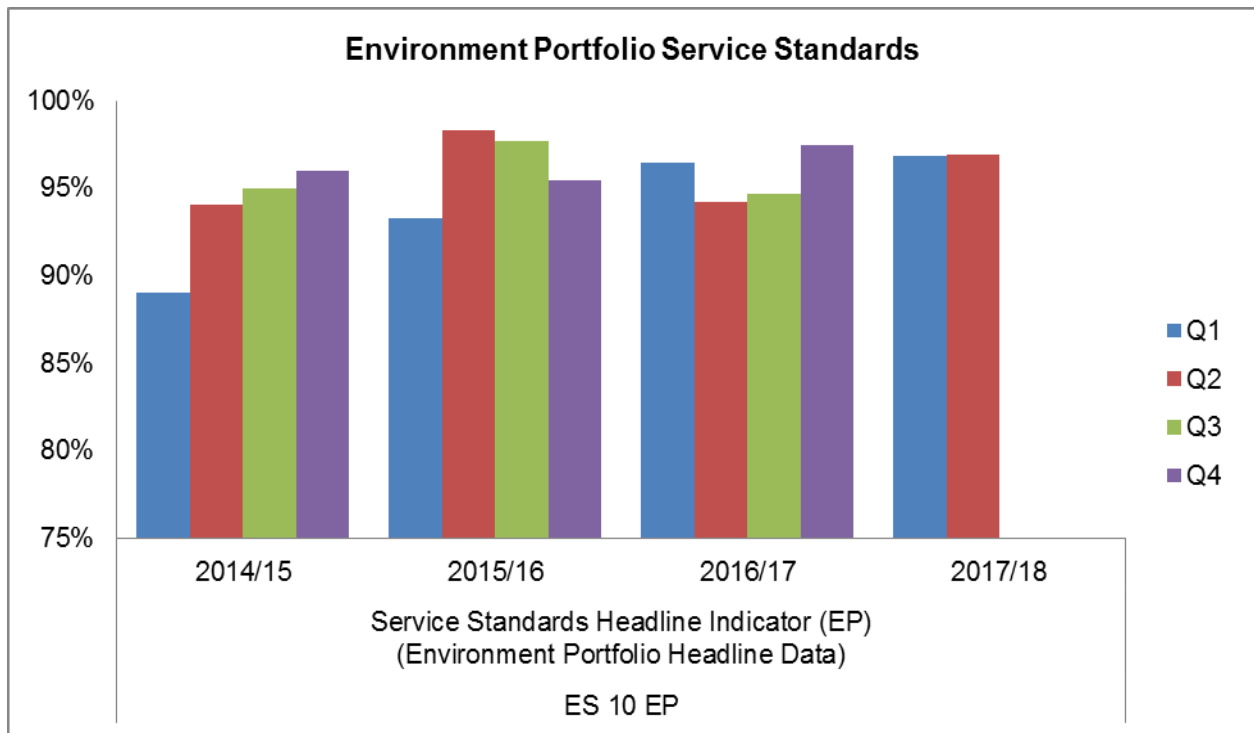
## **Outcome 6: Improving Customer Service & Business Management**

- *Communicate strategic and borough-wide messages on-line and also by publishing news releases, public notices, the biannual Environment Matters newsletter*
- *Communicate service changes and opportunities directly to residents in a timely manner, including Green Waste Services, street cleaning schedules and bank holiday arrangements*
- *Ensure sound business practices are embedded including capturing contract and performance data in in the Contracts Database and contract management (both strategic and day-to-day) and monitoring (regular performance evaluation against measurable deliverables) conform with corporate guidance*

## Progress Update

- Environment Matters Winter Edition to feature: Strategic waste minimisation messages and the 'call to action' to less frequent recyclers, highlighting 'food waste'. Information also being published on the Council's website.
- Communication of service changes and opportunities directly to residents is underway including; e-mailing 'known residents' about Christmas collection arrangements and social media work to outline revised service arrangements over the Bank Holidays
- Winter Environment Matters is actively promoting recruitment to the different 'Friends' groups and a Snow Friends conference was held in the autumn to promote recruitment.

- All Environment contracts with Total Contract Value greater than £50k are held on the Contracts Database and officers prompted to update them four times a year
- Targeted promotion of 'We're watching You' fly tipping campaign is continuing (e.g. in Environment Matters), including how to dispose of waste and the importance of using licensed waste carriers



#### Service Standards Commentary

- The Service Standard 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 for both Q1 (96.8%) and Q2 (96.9%) and performance also showed slight improvement over 2016/17's performance

#### **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 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 2017/20 ([ES 17035](#) – 12 July 2017) 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 (extended to 2017/18)
- [Bromley Cycling Strategy](#) (Adopted: March 2015)
- [Highway Asset Management Plan](#)
- [Winter Service Policy 2017/18](#) (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 2017/18 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 four times a year (also see ES18002 on this agenda).
- 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.

<b>Non-Applicable Sections:</b>	Legal and Personnel Implications
<b>Background Documents: (Access via Contact Officer)</b>	<a href="#">Building a Better Bromley (2016-18)</a> Environment Portfolio Plan 2017/20 ( <a href="#">ES 17035</a> )