

**ENVIRONMENT AND COMMUNITY SERVICES POLICY DEVELOPMENT
AND SCRUTINY COMMITTEE**

Minutes of the meeting held at 7.00 pm on 5 February 2019

Present

Councillor Will Harmer (Chairman)
Councillor David Jefferys (Vice-Chairman)
Councillors Gareth Allatt, Mark Brock, Ian Dunn,
Colin Hitchins, Will Rowlands and Melanie Stevens

Also Present

Councillor William Huntington-Thresher

**44 APOLOGIES FOR ABSENCE AND NOTIFICATION OF
SUBSTITUTE MEMBERS**

Apologies were received from Cllr Samaris Huntington-Thresher and Cllr Kieran Terry. Cllr Gareth Allatt attended as alternate for Cllr Terry.

Cllr Kira Gabbert also sent apologies as Executive Assistant to the Portfolio Holder.

45 DECLARATIONS OF INTEREST

For item 7b, Cllr Ian Dunn declared an interest by virtue of residence at a property within a Controlled Parking Zone (CPZ) in the borough. For the same item, Cllr Gareth Allatt also declared an interest by virtue of having a parking permit.

**46 QUESTIONS FROM COUNCILLORS AND MEMBERS OF THE
PUBLIC ATTENDING THE MEETING**

There were no questions to the Committee.

**47 MINUTES OF THE ENVIRONMENT AND COMMUNITY
SERVICES PDS COMMITTEE MEETINGS HELD ON
20TH NOVEMBER 2018 AND 17TH DECEMBER 2018 (SPECIAL
MEETING)**

The minutes were agreed.

**48 QUESTIONS TO THE PORTFOLIO HOLDER FROM MEMBERS
OF THE PUBLIC AND COUNCILLORS ATTENDING THE
MEETING**

Four questions had been received. Details of the questions and replies are at **Appendix A**.

49 ECS PERFORMANCE MONITORING 2018/19

Members received the latest performance monitoring overview. This included performance indicators, targets, and a RAG status for each indicator. Quarterly data was also provided where appropriate along with a year-end projection (where appropriate) and a high/low assessment of good performance. Commentary against each indicator provided further information.

The position on indicators marked amber was outlined to Members. For Indicator ES26, *Customers using online self-serve transactions to challenge PCNs (%)*, the original 2018/19 target of 74% will be adjusted for next year to one less ambitious but more realistic. A lower target of 67.4% was currently being proposed.

50 PRE-DECISION SCRUTINY OF REPORTS TO THE ENVIRONMENT PORTFOLIO HOLDER

a CAPITAL PROGRAMME MONITORING - 2ND QUARTER 2018/19

Report FSD19016

Following Executive's agreement (on 28th November 2018) to a revised Capital Programme from 2018/19 to 2021/22, changes for the Environment and Community Portfolio were outlined and a revised programme for the portfolio presented.

Report FSD19016 also included actual spend against budget at 3rd January 2019 and a revised estimate for projects as at November 2018. Comments on progress for the individual schemes/projects were also included.

RESOLVED that the Portfolio Holder be recommended to note and confirm the changes agreed by the Executive on 28th November 2018.

b PARKING FEES AND INCOME REVIEW 2019

Report ES18090

Parking charges had been reviewed borough-wide (in line with the agreed Parking Strategy) with on and off street parking fees recommended, including permit fees and changes to Bromley Zone A. Proposed changes to parking controls in Sundridge Park Village car park and Biggin Hill were also recommended. The proposed charges had been benchmarked against inflation since the previous increase in 2015.

Report ES18090 proposed:

- a 10p increase per hour to all on and off-street pay and display tariffs with the minimum charge increasing from 40p to 50p per hour;
- a 20p increase at premium locations with a higher demand where the charge is currently £1.50 or more;
- that charges in the Lebanon Gardens Car Park, Biggin Hill are not included in the increase (following a recent petition), leaving the charge at 40p per hour (to be the cheapest in the borough).

Details of proposed charges for all on and off street parking bays were appended to the report. For parking permits, prices are based on the cost of scheme management including administration and level of enforcement needed (related to hours of operation for permit bays). Prices for all permits have been frozen since at least 2015. Any restriction of four hours or less is currently charged at £40 for an annual permit; any restriction over four hours is charged at £80. The charging differential covers extra costs of enforcement by Civil Enforcement Officers.

Proposed charges for Resident, Business and Visitor Vouchers are:

Resident Permits	Current Charge	Proposed Charge
Restriction 4 hours and under	£40	£50
Restriction over 4 hours	£80	£100
Business Permits	Current Charge	Proposed Charge
Standard	£100	£125
Premium Locations	£225	£275
Visitor Vouchers	Current Charge	Proposed Charge
Restriction 4 hours and under (pack of 15 visitor vouchers)	£35	£45
Restriction over 4 Hours (pack of 15 visitor vouchers)	£35	£55

For Visitor Vouchers, a charge is proposed for residents in Controlled Parking Zones (CPZs) restricted for four hours or less and another is proposed for CPZs restricted over four hours. As such, the cost of a pack of 15 visitor vouchers for residents in a CPZ of four hours or less would increase from £35.00 to £45.00 (increasing each voucher from £2.33 to £3.00) and for residents in a CPZ of more than four hours, the cost of a pack (of 15 visitor vouchers) would increase from £35.00 to £55.00 (increasing each voucher from £2.33 to £3.66). A second pricing tier would add fairness and equality for residents of all CPZs. Currently, a visitor in a lesser-enforced CPZ pays the same for a two-hour restriction as a visitor parking in a ten-hour restriction. CPZs that would be affected by the £55.00 visitor voucher cost are:

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Area	Zone
Beckenham	BEC
Beckenham	F
Burnt Ash Lane	G
Camden Grove	N
Clock House	Z1
Copers Cope	R
Farnborough	WR
Locksbottom	E
Maple Road	MAP
Orpington	I
Walnuts Estate	WAL

(Residents in other Town Centre/Community shopping centre areas are excluded from buying visitor vouchers and this was proposed to remain unchanged.)

Full details of proposed charges for all resident permits, business permits and visitor vouchers were appended to Report ES18090.

The cost of parking dispensations (permitting organisations to park on a single yellow line during restricted times) was also proposed to increase from £12.50 per week to £20 per week. Similarly, for parking suspensions (permitting workmen of organisations or residents to park vehicles in a restricted parking bay during restricted times e.g. permit bay, pay and display, or limited waiting bay) the suspension fee is proposed to increase to £20 per day from £10 per bay suspension per day. However, it was proposed to retain the administration fee for parking suspensions at £25.00.

Dispensations	Current Charge	Proposed Charge
All Locations	£12.50	£20
Suspensions	Current Charge	Proposed Charge
Admin Fee	£25	£25
Suspension per Bay	£10	£20

A review had also been undertaken of Zone-A of the Bromley Town Centre CPZ with the aim of ensuring: (i) that signs within the Zone are clearly understood by permit holders and town centre visitors; (ii) a balance exists between parking needs of residents and visitors; (iii) flexibility or alternative options for drivers in the evening visiting the town centre; and (iv) consistency of parking controls on roads within the CPZ. As a result of the review a new Zone-AA was proposed operating from 8am - 8pm in Ravensbourne Road, Ringers Road, Ethelbert Road, Aylesbury Road, Newbury Road, High Street, Elmfield Road, and Elmfield Park. The detailed design of the proposal includes:

- reallocating approximately 12 Shared Use bays on Ravensbourne Road, Ethelbert Road and Ringers Road to Permit Holder Only;
- extending the enforcement hours of bays in Aylesbury Road and Newbury Road to 8am-8pm and reallocating approximately ten Permit Holder Only bays to Shared Use bays;
- removing 6.30–8pm restrictions on Church Road and South Street, which will remain in Zone-A;
- increasing the cost of resident permits where Zone-C roads become Zone-A roads, due to extended hours of CPZ; and
- new Permit Holder Only bays on Hayes Road and Sanford Road to replace some of the Shared Use bays.

Consultation is continuing with Shortlands and Bromley Town Ward Councillors with the next stage being to consult with the public following which further changes might be necessary. As such, a decision on the detailed design of the scheme, post-consultation, was recommended for delegation to the Executive Director of Environment and Community Services, in discussion with the Portfolio Holder and Ward Members. Implementation was expected to be July 2019.

Within Plaistow and Sundridge Ward, a New Pay and Display Scheme was proposed at Sundridge Park Village Car Park, Cooden Close. Following a decision in 2013 to remove charges for use of the car park (and revert the facility back to free use), it has, for some time, been heavily used by commuters using Sundridge Park station. A free car park serving commuters is unusual and maintenance costs for the Car Park continues (the car park is in need of re-surfacing). Car parks need to be self-financing so that repair costs are paid by users of a facility. As such, a Monday to Friday only tariff was recommended at the car park at 50p per hour, £2.50 maximum per day (the same tariff as commuter car parks at Penge East and Lennard Road). Although additional parking controls have been put in nearby residential streets to address commuter parking, a review of parking in the vicinity was also recommended before implementing any charges at the car park. It was additionally recommended that a final design for both parking controls in residential roads and details of the car park charging be delegated to the Executive Director of Environment and Community Services, after discussions with the Portfolio Holder and Ward Members.

Additionally, a new Pay and Display Scheme was also proposed for Main Road, Biggin Hill. Although the current time-limited parking controls can assist turnover for the benefit of local shops, they are difficult to enforce, resulting in long-term parking in many bays by shops and drivers moving from one bay to another over a daily period (not allowing turnover). To assist the position at Main Road, Biggin Hill, a Pay and Display scheme was recommended for consultation (with 45 bays currently proposed). The final design of a scheme could then be delegated to the Executive Director of Environment and Community Services, following discussions with the Portfolio Holder and Ward Members.

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In taking account of comments from Members and Officers since publication of Report ES18090, a revised schedule of Pay and Display Charges was tabled as Appendix 1 to the report. A couple of car parks had also seen a reduction in usage. Additionally, comments from Cllr Melanie Stevens on the proposed Pay and Display scheme for Main Road, Biggin Hill were tabled.

Comments from Cllr Kieran Terry (unable to attend) on proposed charges for Chislehurst Town Centre, Gosshill Road Chislehurst, and Bromley Civic Centre were also tabled (Cllr Terry's comments can be viewed on the meeting page of the Council's website at the following link

<https://cds.bromley.gov.uk/ieListDocuments.aspx?CId=127&MId=6464&Ver=4>

). The Assistant Director, Traffic and Parking had read the submission from Cllr Terry and having taken account of Cllr Terry's comments confirmed that they did not affect the report's overall recommendations.

On parking permit charge changes, it was suggested they seemed high in a low inflation context. However, they had not increased for at least four years. The permit costs need to cover the cost of enforcement and other CPZ related costs. The charges will remain competitive with other boroughs and maintain the pro-rata charging levels for different durations of operation.

An undertaking had previously been given not to raise the charges for four years. Cumulative inflation over the period amounted to about 10% and in a low inflation period, less frequent price increases were perhaps more appropriate. The increases are planned for 1st April 2019 but it was suggested they take place over two years (to soften their impact). The Chairman suggested reducing the cost of a first car for a permit but escalating costs for subsequent cars. Officers offered to look at the suggestion and model the idea should this be wanted. Aspects concerning permit charges would also be considered with the Council's Transformation agenda and related matters would be brought to Members in the summer.

Concerning a new Pay and Display Scheme for Main Road, Biggin Hill, Cllr Melanie Stevens (Biggin Hill) indicated that most traders have parking at the rear of shops and many of the spaces in car parks are empty. It is also possible to park without cost at the Waitrose car park. Cllr Stevens also implied that spaces along Main Road remain empty as it is possible to see along the high street to its end. Concerning difficulties with enforcing time limited parking bays, Cllr Stevens suggested that the parking facilities would be (are being) abused if it is not possible to adequately enforce the bays. Instead, Cllr Stevens referred to the benefits of cashless parking which is much easier to enforce and enforcement would therefore be more successful. The Assistant Director indicated that features of the proposed Biggin Hill scheme had worked successfully on previous occasions in similar circumstances e.g. at Westmoreland Road.

Concerning a New Pay and Display Scheme at the Sundridge Park Village Car Park, Cooden Close, Cllr Allatt (Plaistow and Sundridge) suggested that

drivers would park elsewhere should the proposed scheme be implemented. However, the scheme would cover the cost of the car park and following a question from the Chairman on how many schemes had met their business target, details were outlined to Members. Nevertheless, if a similar scheme previously introduced had not worked effectively, it was questioned why the new scheme should be introduced. Should the scheme be supported, the Assistant Director advised that a design would include controls in nearby roads to cover any parking displacement.

In view of Cllr Stevens and Cllr Allatt needing more information on the Biggin Hill and Sundridge schemes and the Chairman requiring information on any schemes not meeting their business case (income against actual expenditure) to see whether the policy is working, it was agreed that the Portfolio Holder be recommended to defer a decision on these two schemes. Cllr Allatt asked to see a probability analysis in particular of potential parking displacement to adjacent roads for the Sundridge scheme. The Assistant Director advised that officers are aware of where vehicles were displaced on the previous occasion that charges were introduced at Cooden Close Car Park. Officers would be able to implement schemes around the car park so that residents are not affected.

For recommendations related to Bromley Zone A it was agreed to support these subject to consultation with Ward Members on roads at the edges of the scheme.

RESOLVED that the Portfolio Holder be recommended to:

- (1) agree the proposed parking charges as set out at Appendix 1 to Report ES18090;**
- (2) agree the proposed permit charges as set out at Appendix 2 to Report ES18090;**
- (3) agree the proposed dispensation and suspension charges set out at Section 5 of Report ES18090;**
- (4) agree the proposed changes to Bromley Zone A Controlled Parking Zone set out at Section 6 of Report ES18090 subject to consultation with Ward Members on roads at the edges of the scheme;**
- (5) defer a decision on the proposed changes to parking controls in the Sundridge Park Village car park and surrounding streets (set out at Section 7 of Report ES18090) subject to further information being provided as outlined above;**
- (6) defer a decision on the proposed changes to parking controls in Biggin Hill (set out at Section 8 of Report ES18090) subject to further information being provided as outlined above; and**

- (7) the decision regarding detailed design of the proposed changes to Bromley Zone A Controlled Parking Zone post-consultation be delegated to the Executive Director of Environment and Community Services, in discussion with the Portfolio Holder and Ward Members.**

c COMMERCIAL WASTE FEES AND CHARGES

Report ES19020

Report ES19020 sought approval to 2019/20 charges proposed for Commercial Waste Collection Services (CWCS) and for waste delivered to the waste transfer stations.

Waste Collection Authorities (WCA) have a duty under section 45(1)(b) of the Environment Protection Act 1990 to arrange for the collection of commercial waste where requested to do so and the Council provides a reasonably priced alternative to private sector CWCS operators. The service is reviewed and fees set annually to ensure it covers all reasonable costs on a full cost recovery basis. Pricing applied to the CWCS comprises:

- an analysis of the annual contract inflationary increase in service charges applied (or in this case the new contract prices);
- forecasting increases in cost of waste disposal associated with the activity;
- annual application of Landfill Tax impacting on a proportion of the waste disposal charges; and
- a benchmarking exercise of regional London boroughs to establish competitiveness of the fees and charges applied.

Results of benchmarking for the 2019/20 Fees and Charges were appended to Report ES19020 (covering collection and disposal of commercial waste and container rental for domestic waste). Current service fees are 18.5% below average benchmarked prices of analysed regional authorities, demonstrating flexibility for service fees to increase in pricing the CWCS and hire charges.

The review also included consideration of new costs as part of a full cost recovery model (e.g. recovering the new waste management service contract costs for administering the service) as well as the waste collection and waste disposal costs from the CWCS along with:

- a recommended 30% reduction in the CWCS for container rental;
- a 36% increase in collection and disposal charge; and
- an annual Waste Transfer Note administration charge of £110.

For commercial and industrial waste delivered to the Council's disposal waste transfer stations, current prices were recommended to continue at £185 per tonne including VAT (however, a service charge cannot be applied for direct delivery of charitable waste to the waste disposal operation).

Members supported the recommendations in Report ES19020.

RESOLVED that the Portfolio Holder be recommended to agree:

(1) the application of increases in service costs for the commercial waste collection service as outlined at paragraph 3.5 of Report ES19020, comprising a 30% decrease for the rental charge of commercial waste containers, a 36% fee increase for collection and disposal of waste and an adjusted fee rate for administration of the waste transfer note documentation at £110;

(2) a decrease in the charge for rental of domestic bulk waste containers by 30% to reflect recovery of actual costs, as outlined at paragraph 3.6 of Report ES19020;

(3) that the recommended price applied to commercial and industrial waste delivered to the Council's disposal waste transfer stations remains at the 2018/19 prices of £185 per tonne; and

(4) that authority be delegated to the Executive Director of Environment and Community Services, through consultation with the Portfolio Holder, to apply further changes to fees for chargeable waste services due to the delay caused through mobilisation of the new waste management contract, and to ensure the application of pricing adjustment(s) to ensure that a full-cost recovery of charges for services is achieved in-year.

**d PROPOSED MAKING-UP OF CLARENCE ROAD, BICKLEY
(PART) - SECOND RESOLUTION**

Report ES19015

Concerning the making up and adoption of Clarence Road, Bickley (between Page Heath Lane and Southlands Grove) as a highway maintainable at public expense, a Resolution of Approval was sought under the Private Street Works Code contained in the Highways Act 1980. The Portfolio Holder made a First Resolution in respect of Clarence Road under S.205(1) of the Highways Act 1980, following the Committee's meeting on 10th October 2018.

The unmade section of the street crosses a railway line via a bridge approximately half way along its length. The bridge is maintained by Network Rail but considered weak with a maximum 13 tonnes limit. Rather than the bridge bear additional road construction weight and the weight of additional traffic, including any heavy vehicles (not observing the weight limit), an experimental road closure is proposed between the southern boundary of 62 Clarence Road and the driveway access to numbers 79-87 Clarence Road prohibiting all vehicles except pedestrians, pedal cycles and Network Rail service vehicles maintaining the bridge. The closure would be reviewed after

six months with a view to making it a permanent closure. As such, works over the bridge could be carried out to reduced design standards with the completed scheme supporting Bromley's ambition to promote quality cycle routes in the borough.

Although a Member highlighted the cost of the scheme, an explanation was provided of its purpose and background and Members agreed to support the recommendations.

RESOLVED that:

(1) the Portfolio Holder be recommended to make a Resolution of Approval in respect of a scheme for Clarence Road and approves the specification, plans, sections, estimate and provisional apportionment, to be prepared by the Executive Director of Environment and Community Services in due course; and

(2) in future, where the Committee recommends the Portfolio Holder makes a First Resolution in respect of a scheme proposed under the provisions of the Private Street Works Code, it simultaneously recommends that the Portfolio Holder makes the further Resolution of Approval upon receiving the necessary specification, plans, sections, estimate and provisional apportionments prepared by the Executive Director of Environment and Community Services.

51 DRAFT BUDGET 2019/20

Report FSD19007

Members considered the Portfolio Holder's Draft 2019/20 Budget incorporating future cost pressures and initial draft budget saving options as reported to Executive on 16th January 2019.

Executive asked each PDS Committee to consider the initial draft budget savings and cost pressures for their Portfolio. Views from each Committee would then be reported to the Executive when considering recommendations to Council on 2019/20 Council Tax levels.

Outstanding issues and areas of uncertainty continued to remain for the Draft 2019/20 Budget - any further updates would be included in the 2019/20 Council Tax report to Executive.

In discussion, brief reference was made to the new Environmental Services Contract from 1st April 2019 particularly in regard to the Waste Disposal (Lot 1) and Waste Collection (Lot 2). This primarily accounted for an increased level of budget next year as there will be increased costs in Year 1 of the new contract. However, from Year 2 costs will decrease going forward.

On Highways, a Member felt that reducing the road maintenance budget would not be sensible given the condition of a number of roads in the borough. The Portfolio Holder indicated that a £1.17m lump sum had recently been provided from the Government's announcement on local roads funding. This would support road maintenance in the borough and it could be expected that this investment together with Bromley's own recent investment in highways would result in newer roads requiring less maintenance over the next few years. As such, a temporary road maintenance budget reduction should be able to be accommodated. Monitoring could also be undertaken by the Committee. However, the Member considered, taking account of the condition of the borough's roads, that should £177k be removed from the budget, there would be increased costs longer-term.

RESOLVED that:

- (1) the update on the financial forecast for 2019/20 to 2022/23 be noted;**
- (2) the initial draft 2019/20 budget be noted as a basis for setting the 2019/20 budget; and**
- (3) the Committee's comments on the initial draft 2019/20 budget be provided for the Executive to consider at their meeting on 13th February 2019.**

52 LIP3 CONSULTATION REPORT

Report ES19018

Since previously considering L B Bromley's Draft Local Implementation Plan (LIP) 3 on 10th October 2018, Members were updated on subsequent consultation results. In so doing, Members were asked to consider how the results might inform future policy and scheme development and to consider whether any further changes could be made to the LIP.

The consultation ran from 5th November 2018 to 13th January 2019 including a webpage dedicated to the draft LIP3 (<https://www.bromley.gov.uk/localimplementationplan>). Online responses were possible via a survey with more detailed comments emailed or posted. A total of 526 bodies were also directly consulted, including statutory consultees. Additionally, a [press release](#) published via the Council's Facebook and Twitter accounts was reported in the News Shopper, Bromley Times, and Bromley Borough News. Information on the consultation was further included in the Bromley Winter Newsletter emailed to some 50,000 residents (who had provided email addresses for this purpose).

Following publication of Report ES19018, the consultation results were summarised for Members and Public (circulated to Members in advance of the meeting and tabled). This consultation document can also be seen via the following link to papers for the meeting

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(<https://cde.bromley.gov.uk/ieListDocuments.aspx?CId=127&MId=6464&Ver=4>). A draft LIP3 post consultation was also tabled as was a summary of changes to the draft LIP3 post consultation. Both documents can be seen via the link above. Additionally, comments on the item from Cllr Kieran Terry (unable to be at the meeting) were tabled and again these can be seen via the above link.

TfL had submitted a number of comments which it would like addressed or clarified prior to submission of the finalised LIP for approval in March 2019. The comments were generally minor without changing the broad approach of the draft LIP. No major changes are therefore required to the LIP although a number of small changes were made in response to stakeholder comments clarifying the Borough's position/proposals or adding more detail to a proposal. It was highlighted that reference to a response from the Friends of Orpington Priory and Gardens was inadvertently missing from material tabled. (*Democratic Services Note: It was highlighted post-meeting that the consultation response from Ashfield Lane Road Safety Group (ALRSG) had also been omitted and has since been added to the consultation report.*)

A number of stakeholders provided detailed comments on particular locations in the Borough and these would be considered further as annual delivery programmes are developed during LIP3.

Certain funding details were also provided in relation to the 2019/20 LIP allocation.

A Member commented that it was good to see that the London Cycling Campaign (LCC) and Bromley Cyclists were positive on the draft LIP3.

RESOLVED that:

- (1) the LIP3 consultation results be noted; and**
- (2) the final LIP allocation for 2019/20 be noted.**

**53 PARKING SERVICES - CONTRACTOR PERFORMANCE
REVIEW, APCOA PARKING, YEAR 2**

Report ES18089

Members considered performance of the Parking Services Contractor APCOA (enforcement of parking restrictions, maintenance of Council car parks, maintenance of pay and display machines, and back office functions).

Although APCOA had a number of challenges in year one of the contract, the second year has seen an improvement in service areas and performance is satisfactory.

On enforcement, Report ES18089 provided figures on PCNs issued annually from 1st April 2013 to 31st March 2018 i.e. those issued by Civil Enforcement Officers (CEOs) and those issued as a result of CCTV cameras for bus Lanes and those capturing offences on school zigzag restrictions. Figures on PCNs predicted for 2018 /19 were also provided. Although fewer CEO issued PCNs are predicted, enforcement will no longer take place on shared use bays in seven roads from 18:30 – 20:00 during a review of Bromley Town Centre - the signage causing confusion for drivers. Compliance, rather than poor deployment, might have also increased and this is being investigated; however, enforcement requests had increased 132% in the previous three years with only 29% of requests this year resulting in a PCN. Such enforcement visits can take CEOs away from busier areas (e.g. town centres and car parks) and work is ongoing to maintain enforcement in these areas. The existing KPI on responding to enforcement requests within a set time (depending on time of day) is being considered in favour of a more targeted approach and website information on enforcement requests will be reviewed.

APCOA are also reviewing beat sheets (with Council assistance) to ensure adequate enforcement around the borough and intelligence led deployment. Since October 2018, APCOA have additionally trialled a vehicle with ANPR camera technology in permit zones. Updated twice daily with permit information, the technology detects a vehicle without a valid permit and a CEO issues a PCN for a contravention. Data indicates a successful use of the vehicle enabling CPZs to be covered more efficiently with CEOs reallocated to busier parts of the borough. Investment in further ANPR vehicles will be considered upon a full analysis of the trial.

As a further initiative, virtual briefings in parts of the borough will enable CEOs to head directly to their beat rather than attend APCOA's main office each morning. This is being considered to decrease CEO travel time and enable more enforcement.

To reduce staff turnover, ACPOA are reviewing the level of CEO remuneration and a new Contract Manager will start in February 2019. A joint compliance review will also start, with monthly reports analysing roads needing visits to ensure efficient enforcement borough-wide. Of defaults applied so far this year, 73.75% concern enforcement.

Concerning Council-run car parks, Parking Services are investigating reduced usage and will compare use to those of non-Council car parks in the area. An APCOA proposal to improve the Civic Centre Car Park is also being considered. Of defaults applied so far this year, 3.77% have related to car park maintenance, Pay and Display machine maintenance, and cleaning of car parks.

Defaults at 17.24% have been triggered by business processing covering PCN administration e.g. logging appeals on time, banking cheque payments, answering emails, printing formal documents, and registering cases with the Traffic Enforcement Centre and Enforcement Agents (Bailiffs). The Business

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Processing Section also covers permit processing including applications for resident and business permits (and verifying evidence before application approval) as well as covering the sale of visitor vouchers.

To adapt contract and service delivery to meet changes in the parking service, all KPIs in the APCOA contract will be reviewed every two years and where necessary amended, added to, or removed. All KPIs for the contract were appended to Report ES18089. Each month they are reviewed and where necessary a default is charged against APCOA. For any financial loss to the Council some of the loss can be recovered. In the first year of the contract (2017/18), 12% of the overall contract price was paid back by APCOA in performance related reductions. As the year proceeded, APCOA improved in their monthly development and for the second year of the contract (2018/19) from April to November, APCOA paid 2% of the overall contract price in performance related reductions.

Report ES18089 was considered by the Public Protection and Enforcement PDS Committee at its meeting on 30th January 2019 and a draft minute of the Committee's consideration of the item was tabled for Members. Mr Ken Stone, Regional Manager, APCOA also attended for the item alongside the Head of Shared Parking Services.

For the trial use of an APNR vehicle, data from the trial is being collated and APCOA are looking to obtain full results of success or otherwise in certain areas. The Committee will be updated at its meeting on 9th April 2019.

To enforce against parking on zig-zag lines outside schools, moveable cameras are used. The cameras are due to be moved in April 2019 and consideration is being given to where they should be placed. Further cameras will be procured before the end of the financial year and Members supported the purchase of as many cameras as can be used across restrictions. The Chairman considered this an important safety measure. Accordingly, Members formally recommended that the Portfolio Holder resolve to arrange their purchase.

In regard to raised parking on kerbs of roads in Biggin Hill (where it was necessary to do so), a special message can be sent to CEOs directing that no enforcement action be taken in such cases.

The Chairman highlighted concerns in regard to the Council's multi-storey car parks at the Civic Centre and The Hill. Payment machines were poor and frequently out of service, new notes and coins are not always accepted, and the machines take some time to use. For The Hill, queues can form down Beckenham Lane to enter the car park. The Chairman felt that use of the car parks should be a good experience, particularly with free parking at competitor shopping centres.

Two main defaults had been issued to APCOA for payment machines. One related to a machine being out of order for 24 hours and the other concerned

a problem taking three days to resolve. Some machines fail each day but are fixed within the KPI time frame - APCOA have a team to fix such problems. However, the Chairman felt it should not be necessary to have a team and understood the Glades Car Park does not have the problem. He added that the machines (at The Hill and Civic Centre Car Parks) need to be replaced. Concerning the Civic Centre Car Park, officers were looking to submit a report in April on changes to the car park. The Chairman suggested an easy process and more people would pay for a good service with technology. Responsibility for the machines rests with APCOA; there might be a need to review KPIs (related to repair) and KPI related material will be included in the future report on the Civic Centre Car Park.

On the reduced level of PCNs issued, the previous contractor had four KPIs compared to 10 associated with the enforcement section of the current contract. It is necessary to look at whether the KPIs are working (effectively) particularly in regards to deployment. CEO time needs to be spent in places enabling effective enforcement and this will be taken forward as the next piece of work for Parking Services/APCOA. Although CEOs are required to attend locations highlighted by enforcement requests (and respond within time), the activity diverts CEOs from busy areas. Parking Services and APCOA need to undertake work for the relevant KPI to operate as it should. CEO transport from one location to another also needs to be reviewed. APCOA currently provide an incentive for moped use although some CEOs prefer to drive to locations.

On staffing, APCOA now have three contract managers covering (i) off-street parking, (ii) processing, and (iii) enforcement. With staff retention an issue, CEO pay is already above the national living wage and a 2% pay award is being looked at for 2019/20.

To ensure that progress continues, the Chairman felt that APCOA's performance should be considered again by the Committee in a further six months.

RESOLVED that:

**(1) the content of Report ES18089 be noted, particularly on-going work to ensure adequate deployment and compliance around the borough;
and**

(2) the Portfolio Holder be recommended to resolve that arrangements are made to purchase an appropriate number of moveable cameras to enforce against contraventions of zig-zag line restrictions outside schools.

54 FOOD WASTE RECYCLING CAMPAIGN - UPDATE

Report ES19010

Members received an update on the food waste recycling campaign.

Although L B Bromley achieved its Environment Portfolio Plan ambition to recycle 50% of household waste in 2017/18 (with the borough ranked second highest in London for household recycling), its recycling rate has plateaued in recent years and the amount of waste produced per household has risen. The food waste recycling scheme has also seen collected food waste decrease by 19% over the previous five years.

Sending food waste for disposal rather than composting costs £69 per tonne more under the current contract (at 2018/19 prices). On average, over the previous four years, the reduction in food waste recycled (510 tonnes) generates an additional £35k disposal cost per year. The 2016 Waste Composition Analysis indicated that 28% of non-recyclable refuse comprises food waste.

To build on the Food for Thought Campaign, a targeted engagement exercise was commissioned to motivate and re-energise residents to recycle more food. Following a successful funding bid to Resource London, L B Bromley was awarded £14.5k to develop campaign materials for the exercise.

Food waste tonnage and non-recyclable refuse analysed over a two week period in April 2018 identified areas with the lowest amount of food waste collections and the highest amount of non-recyclable refuse. Each lowest performing collection round was reviewed against housing types and local factors to ensure that no external factors might limit use of the scheme. The 21 collection rounds identified as lowest performing - covering 16 wards and 23,000 households - were selected for targeted engagement activity and details were tabled for Members as an appendix to Report ES19010.

A door step campaign of the 23,000 households was undertaken in October and November 2018 with communication materials distributed as well as a free roll of 50 food waste liners to 5,000 households in the four lowest performing food waste collection rounds. Additional borough-wide communication materials included:

- Press release
- Article in Environment Matters
- Social media coverage
- JC Decaux banners in Bromley High Street
- Vehicle panels (for display on recycling vehicles from mid-February)

All 23,000 households received campaign materials and 41% received face-to-face engagement on the food waste service.

Indicative results show that participation in the scheme increased by 2.5% following the campaign. The amount of food waste collected in December 2018 was 5% higher compared to the amount collected in December 2017. Further data analysis will look to see whether the increase can be fully attributed to the campaign and whether it will be sustainable over time. Building on the campaign, officers are reviewing how to continue working with residents to increase recycling and decrease waste management costs e.g. use the analysis of recycling and waste tonnages across different areas to generate a campaign competition between different parts of the borough.

For flats, recycling provision has a focus on dry recycling materials (with neighbourhoods working with Housing Associations) whereas the food waste campaign has more focus on kerbside collections. Blocks of flatted properties can have a compressed bin storage area and contamination can be found as a result of residents trying to recycle different (materials) from concealed areas. Participation rates are high but investment is necessary to break through to a higher level. The Portfolio Holder referred to measures by Resource London to increase participation at flats London-wide. With the borough's new Local Plan adopted, it will also be possible to ensure that developers comply with waste and recycling requirements when designing flatted developments e.g. separate waste and recycling facilities.

Under the new contract, food waste will be collected in a separate vehicle and collection will be easier to monitor. Properly undertaken, home composting is the best solution for appropriate food waste; however, as certain food waste cannot be composted domestically there will always be a need for a food waste collection. The Vice-Chairman drew attention to not wasting food in the first instance.

On future developments, the new contract is being mobilised for waste collection and officers are working with the provider on communication plans. Food Waste recycling will continue to be advertised and promoted. More service data will also be provided under the contract including data from collection rounds showing good and weak areas. In-cab solutions will also register a property not recycling and it will be possible to address some weaknesses in areas. The Chairman favoured the Council website including recycling data for areas e.g. a recycling "heat map" for the borough. At Churchfields Road Reuse and Recycling Centre, a Member suggested a wider slot for the site's paper container.

RESOLVED that the food waste recycling campaign update be noted.

55 CONTRACT REGISTER

Report ES19005

From the Contracts Register presented to Contracts Sub-Committee on 11th December 2018, Members received an extract for the Environment and Community Services (ECS) Portfolio. A further copy provided under Part 2

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proceedings included commentary for each contract.

Key information for ECS was also provided for the preceding two months.

The following contracts had been flagged for attention due to tight tender timescales (rather than any performance issues delivering the contract):

Contract ID	Contract Name	Total Contract Value (£)	Contract End Date
3789	Openview Security Solutions	317,971	31/05/2019
1375	Depots Security	284,927	31/03/2019

Concerning the Openview contract, authority is being sought via a Gateway Report to extend the License/maintenance contract, one year at a time, for up to five years. Although Depots Security was to be included in the recently awarded bundle of Environment Services contracts, alternative delivery options are being examined with the possibility of inclusion by change-control notice in the wider LBB Total Facilities Management contract with Amey. Should this approach not be suitable, the current framework arrangement operated by the Eastern Shires Purchasing Organisation (ESPO) may be utilised for an extension period and/or arrangements for any competition to follow in autumn 2019. A budget of £158k is provided for the depot security contract with £136k recovered from depot occupants. The Council is therefore left with a net cost of £22k.

RESOLVED that the £50k+ Contracts Register (which also forms part of the Council's commitment to data transparency) appended to Report ES19005 be noted.

56 RISK REGISTER

Report ES19006

Members received the revised Environment and Community Services (ECS) Risk Register, also forming part of the 2018/19 Annual Governance Statement evidence-base.

The Register had been reviewed by ECS Departmental Management on 17th December 2018, by the Corporate Risk Management Group on 22nd January 2019, and would be reviewed by the Audit Sub-Committee on 26th February 2019.

The ECS Department currently has 26 risks (~29% of the Council's total) and no risks are ragged 'red' following implementation of management control measures.

RESOLVED that the Environment and Community Services Risk Register appended to Report 19006 be noted.

57 FORWARD WORK PROGRAMME & MATTERS ARISING

Report ES19014

Members considered the Committee's remaining 2018/19 Work Programme.

In considering APCOA's performance on parking services earlier in the meeting, the following items were requested for the Work Programme:

- an update on the full results of the trial use of an APNR vehicle (for the Committee's 9th April meeting); and
- consideration of APCOA's performance in a further six months to ensure continuation of progress;

The Vice-Chairman suggested that the Air Quality Action Plan item scheduled for the Committee's 9th April meeting also be taken to the Health and Wellbeing Board.

A Member suggested that Committee Members visit a successful waste and recycling centre operated by another authority. Although the L B Bexley site at Foots Cray, Sidcup was suggested, the Assistant Director of Environment advocated particularly forward thinking and radical options for future site development. As such he referred to the Rainham MURF facility and the Earlswood Community Recycling Centre, Redhill as possible viewing examples. Through Surrey County Council's waste and recycling contract, reuse shops (Revive reuse shops) sold pre-owned items for the home and garden to reduce waste and support local charities.

In terms of site layout at the Waldo Road and Churchfields Road reuse and recycling centres, both sites were constrained to a point and it is a consideration about how to have the sites for the future. The Assistant Director offered to show Committee Members something of best practice and what future provision could be like. Accordingly, suggestions (on visits) would be provided to the Committee.

RESOLVED that:

(1) the latest 2018/19 Forward Work Programme (appended to Report ES19014) be agreed subject to -

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- **an update being provided at the 9th April meeting on the full results of the trial use of an APNR vehicle**
- **consideration of APCOA's performance being scheduled for a further six months to ensure continuation of progress**
- **provision being made for a future visit by Members to a progressive waste and recycling facility (suggestions for such a visit being made by the Assistant Director of Environment); and**

(2) progress concerning Committee requests (appended to Report ES19014) be noted.

58 LOCAL GOVERNMENT ACT 1972 AS AMENDED BY THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER 2006, AND THE FREEDOM OF INFORMATION ACT 2000

59 EXEMPT MINUTES OF THE ENVIRONMENT & COMMUNITY SERVICES PDS COMMITTEE MEETING HELD ON 20TH NOVEMBER 2018

The Part 2 minutes were agreed.

60 CONTRACT REGISTER

Members received a Part 2 £50k+Contracts Register extract for the Environment and Community Services Portfolio including commentary.

The Meeting ended at 9.10 pm

Chairman