



# Environment and Community Services

Portfolio Plan for 2023/24

DRAFT

# Introduction

## Message from

Portfolio Holder for Environment  
Councillor Cuthbert



We have a long established environmental record which we should all be proud of but we need to do more. As with so much of the discussion about environment, it is the actions of all of us which change and sustain our environment. It is why working in partnership, including with residents is so important.

We have collected record amounts of recycling and non-recyclable refuse in recent times and whilst we are one of London's leading recycling boroughs, with virtually zero waste going to landfill, we need to minimise the amount of waste we produce. This has a positive impact financially and environmentally and partnership with residents is key in this.

Likewise, working with residents, visitors and businesses in the Borough to reduce littering and flytipping has a positive impact and will help keep our streets clean, again with financial and environmental benefits. The Council is continuing to deliver its street cleaning services but Street Friends are also part of this work.

We are also making improvements in our parks, working with Friends of Parks groups and others to ensure we continue to improve and enhance our wonderful parks. Our Tremendous tree planting programme is now in its second year and progress is being made, including with moving towards our ambitious 2027 Net Zero target.

Portfolio Holder for Transport, Highways & Road Safety  
Councillor Bennett



One of the greatest challenges of the portfolio is ensuring safe and healthy roads whilst at the same time not creating congestion and impeding freedom of movement and trade. Our plan and programme include many projects to increase safety at known collision points. Through our School travel plans and cycle training we aim to instil in pupils the part they can play.

Our highways programme includes both reactive maintenance and planned replacement of worn road and footpath surfaces.

Clean air is a key objective and we are expanding our anti-idling campaign to more schools to protect young lungs and we are increasing the number of car electric charging points and trailing ducting across pavements for those without off street parking.

# Our priorities

This Portfolio Plan is shaped around the delivery of the following priorities:

---

## **Priority 1      Keep our streets clean – Environment Portfolio**

---

Satisfaction with the street environment has a significant impact on residents' confidence in the Council. We need to ensure that we deliver an approach that supports consistent street care, ensuring that people are happy to live in, work in and visit our Borough. We need to focus on promoting behaviour change, working with community and volunteer groups and taking appropriate action to ensure the street environment meets local needs.

---

## **Priority 2      Minimise Waste and Maximise Recycling – Environment Portfolio**

---

Reducing the amount of waste we throw away is not only better for the environment but also minimises disposal costs. Bromley's recycling performance remains high compared with other London boroughs. Last year, with more people continuing to stay at home, we collected more waste and recycling than we have ever collected and this increased costs of waste management. Therefore, we will continue to work with residents and local businesses to waste less and recycle more, and, provide a high-quality waste service that is financially and environmentally sustainable.

---

## **Priority 3      Enhance Bromley's Parks and Green Spaces – Environment Portfolio**

---

Our ten-year Open Space Strategy aims to conserve and enhance Bromley's parks and green spaces, and our tree management strategy ensures the health of the borough's trees. Our services will support biodiversity, enhance our air quality and improves the health and wellbeing of our residents and visitors. We will work in partnership with the volunteer community and our Service Providers, idverde and Glendale to deliver vibrant green spaces that people want to visit.

## **Priority 4 Maintain our Transport Infrastructure and Public Realm - Transport, Highways & Road Safety Portfolio**

Satisfaction with the condition of roads and pavements is important to residents, 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. In addition to providing Winter Services, localised flooding is likely to become more frequent and problematic and we will support the delivery of practical inter-agency solutions.

## **Priority 5 Improve Travel, Transport & Parking - Transport, Highways & Road Safety Portfolio**

Rising numbers of cars as the number of residents and households increases leads to congestion, parking issues and a reduction in air quality. Lack of connectivity and investment in transport prevents access to opportunities and services. We will seek to address these issues by promoting sustainable, safe and active travel, improving our road network, lobbying for improved public transport and managing on and off-street parking to balance the needs of motorists, residents and businesses.

## **Priority 6 Overarching Themes for all Portfolios**

Whilst much of the work and progress towards meeting the Council's Net Zero Carbon target is within the environment and transport and streets portfolios the work to meet the target is actually taking place across all portfolios.

Both the Council's Net Zero Carbon Action Plan and Air Quality Action Plan are included as overarching portfolio themes given their strategic importance. The theme directly supports the Council's focus "To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents".

Whilst many of the performance indicators within priorities 1 to 5 either directly or indirectly support one or both the Council's Net Zero Carbon Action Plan and Air Quality Action Plan, the overarching Priority 6 themes section recognises the overarching and strategic importance of both plans for the Portfolio, the Council and the Borough as a whole. In recognition of their importance, both the Council's Net Zero Carbon Action Plan and Air Quality Action Plan have their own separate long-term plans and progress in achieving the aims of these plans and the action taken will be outlined at least annually to the Environment and Community Services PDS Committee as part of the scrutiny process.

**All 6 priorities will be delivered in accordance with our commitment to improving customer service. We will ensure our decision making is transparent and supported by sound governance, contract monitoring and performance management.**

**ECS PDS Performance Overview Report Frequency:** The Performance Indicators which are monitored through the ECS PDS Performance Overview report are presented in the tables below. A column has been added to provide the reporting frequency each indicator is monitored by. If the column states N/A this is because the indicator is not in the ECS Performance Overview report as a measurable performance indicator and only remains in the Portfolio Plan as an action for each Priority.

# Priority 1

## Keep our Streets Clean

### Our Ambitions:

The priority aligns to the following *Making Bromley Even Better* ambitions:

- For people to make their homes in Bromley and for business, enterprise and the third sector to prosper.
- For residents to live responsibly and prosper in a safe, clean and green environment great for today and a sustainable future.
- To manage our resources well, providing value for money, and efficient and effective services for Bromley’s residents.

### Strategic links:

This priority has links with the following strategic plans:

- Making Bromley Even Better (Ambitions 3, 4 and 5)
- Waste Reduction and Recycling Plan
- Street Care Plan 2021-2024 (*draft*)
- Air Quality Action Plan

### What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	ECS PDS PERFORMANCE OVERVIEW REPORTING FREQUENCY	TARGET DATE	LEAD
<b>Deliver a support programme for our community volunteers</b>	Continue to provide support to the community (residents’ associations, Neighbourhood (Street & Snow) Friends and other volunteer groups) to improve the streetscene, including identifying problem hotspots and organising targeted clean-ups	<ol style="list-style-type: none"> <li>1. Increased number of Street Friend volunteers (&gt;1,350)</li> <li>2. Support the organisation of Community Impact Days (one per month)</li> <li>3. Distribution and collection of Purple Sacks to volunteers for community led clean-ups (target is 1500 sack collections per annum)</li> </ol>	N/A	March 2024	Neighbourhood Manager and Street Environment Contract Manager
			N/A	March 2024	
			N/A	March 2024	

<b>Review street cleansing procedures</b>	Continue to adapt street cleaning techniques and frequencies/times to address local issues identified by Members and communities, supplemented by the Client Monitoring Team.	4. Quarterly review of street cleansing operations	N/A	March 2024	Neighbourhood Manager and Street Environment Contract Manager
<b>Deliver the annual resident satisfaction survey</b>	Maintain high levels of resident satisfaction with the street cleansing service, evidenced through independent annual residents' surveys	5. Satisfaction with Local Streets (>76%) 6. Satisfaction with Local Area (>82%) 7. Satisfaction with Town Centre (>90%)	Annually	September 2023	Neighbourhood Manager and Street Environment Contract Manager
<b>Monitor Street Cleansing outcomes against established standards</b>	Undertake a programme of street cleansing inspections to ensure cleansing is delivered to the required specification and expected outcomes	8. To undertake a monthly minimum of 1,448 inspections 9. Achieve the cleanliness standards as specified (i.e. COPLR) for Street Cleansing with >92% of inspections graded as meeting the acceptable standard	N/A Monthly	March 2024	Neighbourhood Manager and Street Environment Contract Manager
<b>Review and update the Street Care Plan 2021-24</b>	Relaunch the Street Care Plan by consolidating and updating it to be pertinent and reflective of the new service contract that commenced in April 2019. will include Enviro-crime investigations. The updated plan will include initiatives and strategies to ensure fly-tipping investigations are enhanced and increased with improved outcomes	10. Approval by Environment PDS Committee (Y/N)	N/A	March 2024	Neighbourhood Manager and Street Environment Contract Manager  Environmental Investigations Manager
<b>Investigate and enforce complaints of enviro-crime in accordance with the regulatory framework</b>	Keep the borough's streets clean and green and reduce litter, dog fouling and fly-tipping through a programme of contracted works, education and enforcement activity	11. Present annual Enviro-crime report to PDS	N/A	31 <sup>st</sup> March 2024	Environmental Investigations Manager

## Priority 2 Minimise Waste and Increase Recycling

Our Ambitions:

The priority aligns to the following *Making Bromley Even Better* ambitions:

- For people to make their homes in Bromley and for business, enterprise and the third sector to prosper.
- For residents to live responsibly and prosper in a safe, clean and green environment great for today and a sustainable future.
- To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.

Strategic links:

This priority has links with the following strategic plans:

- Making Bromley Even Better (Ambitions 3, 4 and 5)
- Reduction and Recycling Plan
- Air Quality Action Plan

### What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	ECS PDS PERFORMANCE OVERVIEW REPORTING FREQUENCY	TARGET DATE	LEAD
<b>Minimise Waste</b>	Encourage and assist residents and businesses to minimise their waste through behaviour change campaigns and service design .	12. Total Local Authority Collected Waste (<145,000 tonnes) 13. Residual Waste collected per Household (<425 kg/household)	Monthly Monthly	March 2024 March 2024	Head of Environmental Strategy, Technical Support and Commissioning Waste Disposal Contract Manager
<b>Increase recycling rate</b>	Encourage and support residents and businesses to recycle more with a focus on promoting and enhancing our recycling collection services and the quality of the materials we collect. Review the business waste service to improve the customer experience and increase customer	14. Flats recycling campaign delivered (Y/N) 15. Environment Matters newsletter delivered twice (Y/N) 16. Household Waste Recycled (>51%)	N/A N/A Monthly	December 2023 March 2024 March 2024	Head of Environmental Strategy, Technical Support and Commissioning Waste Disposal Contract Manager

	numbers and consider implementing an economically viable business waste recycling service (2C and 2D).	17. Local Authority Collected Waste Recycling Rate (44%) <sup>1</sup>	Monthly	March 2024	
<b>Reduce waste to landfill</b>	Send virtually zero waste to landfill by increasing recycling and sending non-recyclable refuse to energy recovery facilities that will power homes and industry, where possible .	18. Local Authority Collected Waste sent to landfill (<1%)	Monthly	March 2024	Head of Environmental Strategy, Technical Support and Commissioning Waste Disposal Contract Manager
<b>Deliver a high-quality service</b>	Continue to provide a high-quality recycling and waste service, where all residents and business customers receive their scheduled collection on the right day .	19. Total number of missed recycling and waste collections (/100,000 collections) <120	Monthly	March 2024	Head of Neighbourhood Management and Waste Collection Contract Manager
<b>Increase number of Green Garden Waste customers</b>	Increase Green Garden Waste Collection Service paying customer numbers by 15% each year.	20. >15% increase in number of customers from previous year end total (Green Garden Waste customers total 1st April 2022 is 46,000)	Monthly	March 2024	Head of Neighbourhood Management and Waste Collection Contract Manager
<b>Our Green Garden Waste Customers subscribe by using Direct Debit</b>	Promote the use of the Green Garden Waste Direct Debit system so that 10% of the month's renewals and subscriptions are made by Direct Debit payment .	21. >10% of overall Green Garden Waste monthly renewals is by Direct Debit	N/A	March 2024	Head of Neighbourhood Management and Waste Collection Contract Manager
<b>Improve customer access to waste information</b>	We will continue to improve how customers report and access service information in a real time environment, ensuring an improved customer journey.	22. Continue to improve customer access to waste information by further developments to the waste works reporting platform (Y/N)	N/A	Ongoing	Head of Neighbourhood Management and Waste Collection Contract Manager

<sup>1</sup> Local Authority Collected Waste (LACW) refers to all waste collected by the local authority. This includes household and business waste collected, but also includes construction and demolition waste.



<b>Improve our waste transfer stations</b>	Commence improvements to the infrastructure at the Waldo Road and Churchfields Waste Transfer Stations, which futureproof the Council Waste Depots.	23. Depot Capital Infrastructure Programme Implementation Phase commenced (Y/N)	N/A	March 2024	Assistant Director of Environment and Head of Environmental Strategy, Technical Support and Commissioning Waste Disposal Contract Manager
<b>Reduce waste supply chain (Scope 3) vehicle emissions</b>	Reduce the environmental impact caused by the management of waste in Bromley, with a focus on optimising waste collection routes and reducing vehicle and equipment emissions.	24. Reduction in Waste Service Provider's emissions (-0.15 CO2eq per tonne of waste managed).	N/A	March 2024	Head of Environmental Strategy, Technical Support and Commissioning Waste Disposal Contract Manager

DRAFT

## Priority 3

### Enhance Bromley's Parks & Green Spaces

#### Our Ambitions:

The priority aligns to the following *Making Bromley Even Better* ambitions:

- For children and young people to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.
- For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
- For people to make their homes in Bromley and for business, enterprise and the third sector to prosper.
- For residents to live responsibly and prosper in a safe, clean and green environment great for today and a sustainable future.
- To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.

#### Strategic links:

This priority has links with the following strategic plans:

- Making Bromley Even Better (Ambitions 1,2,3,4 and 5)
- Open Space Strategy 2021-2031
- Regeneration Strategy
- Air Quality Action Plan

#### What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	ECS PDS PERFORMANCE OVERVIEW REPORTING FREQUENCY	TARGET DATE	LEAD
<b>Launch a Bromley Parks Strategy</b>	Implement the ten-year fit for purpose Open Space Strategy for Bromley, along with associated action plans	1. Strategy Launched (Y/N)	/A	Ongoing	Parks & Grounds Maintenance Contract Manager and idverde Contract Manager
<b>Monitor parks and greenspace outcomes against established standards</b>	Maintain the quality, appearance, cleanliness and accessibility of parks, open spaces and the countryside through our fully managed Parks service	2. Meet contractual quality standards for parks and open spaces Highway verges and amenity grass cutting/trimming, within contractual service standards and timescales	N/A  Monthly	Ongoing  Ongoing	Parks & Grounds Maintenance Contract Manager and idverde Contract Manager

<b>Distribute the Parks Platinum Jubilee Fund</b>	Work in partnership with community groups to identify project and develop applications that support delivery of the ten year Open Space Strategy outcomes and the aspirations of local people..	3. Grant funding distributed (Y/N) 4. Projects delivered meet the outcomes identified in the application form(outcome based, no target)	N/A	Ongoing (until the fund is spent)	Parks & Grounds Maintenance Contract Manager and idverde Contract Manager
<b>Innovation and Sustainability Opportunities</b>	Implement service provider innovation to support Bromley's commitment to Carbon reduction, conservation and enhanced biodiversity	5. Reduction in glyphosate usage (90% over 5 years) 6. Closed loop composting system implemented (100% target). 7. Percentage of service provider small equipment inventory that is battery powered (80% by 2025) 8. Percentage of Service Provider All-Terrain Vehicle (ATV) fleet that is electric (100% by 2025)	N/A N/A N/A N/A	March 2025 March 2024 March 2025 March 2025	Parks & Grounds Maintenance Contract Manager and idverde Contract Manager
<b>Enhance the borough's outdoor play areas</b>	Maintain the borough's equipped play areas so they provide good quality local facilities for all. A number of new play spaces will be developed.	9. Minimum of 3 major new play spaces implemented (Y/N) 10. Completion of scheme to funder requirements and associated launch (Y/N)	N/A N/A	March 2024 April 2023	Parks & Grounds Maintenance Contract Manager and idverde Contract Manager
<b>Improve wellbeing through improved access to activities and volunteering in parks</b>	Support and encourage the physical and mental health benefits that the Open Space portfolio covers by engaging with park users, sports activity providers, allotment holders and volunteers.  Increasing outdoor exercise facilities to promote physical health.	11. Public Satisfaction of Parks (>75%) 12. Include well-being metrics within the Public Satisfaction Survey. 13. Young volunteer recruitment strategy implemented (Y/N)	Annually N/A N/A	March 2024 March 2024 March 2024	Parks & Grounds Maintenance Contract Manager and idverde Contract Manager

	Develop a recruitment strategy to target additional young people to act as volunteers to support work in the parks .				
<b>Ensure no net loss of street trees</b>	Ensure that more streettrees are planted than felled .	14. No net loss of street trees (No. planted vs felled) -	Annually	March 2024	Arboricultural Manager
<b>Increase areas of Woodland</b>	Investigate increased woodland development options, benefitting biodiversity and public access whilst supporting Bromley Council's ambition to be net zero carbon by 2027.	15. Target is to introduce tree management strategy which would include a ten year plan to increase areas of woodland by 10% (Y/N).	N/A	March 2024	Arboricultural Manager
<b>Ensure that contract standards are maintained by Arboricultural Service Provider</b>	Ensure that the Arboricultural Service Provider, Glendale, delivers all monthly work orders within the required contractual timescales .	16. Total monthly tasks completed on time by Arboricultural Services contractor (75% of all jobs)	Monthly	March 2024	Arboricultural Manager
<b>Deliver a four year street tree planting programme (2021 – 2025)</b>	Deliver a tree planting programme with an aftercare maintenance regime	17. Planting 1250 trees annually (No.) (number font was 12 not 10)	N/A	March 2024	Arboricultural Manager
<b>Deliver an annual Tree Safety Inspection plan</b>	Undertake street tree safety inspections and implement reactive works to ensure the borough's trees are maintained to an appropriate standard .	18. Tree safety inspections completed on time Annual target 20200 (No.)	N/A	March 2024	Arboricultural Manager

## Priority 4

### Maintain our Transport Infrastructure and Public Realm

#### Our Ambitions:

The priority aligns to the following *Making Bromley Even Better* ambitions:

- For children and young people to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.
- For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
- For people to make their homes in Bromley and for business, enterprise and the third sector to prosper.
- For residents to live responsibly and prosper in a safe, clean and green environment great for today and a sustainable future.
- To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.

#### Strategic links:

This priority has links with the following strategic plans:

- Making Bromley Even Better (Ambitions 2,3,4 and 5)
- Highway Asset Management Plan
- Winter Service Policy & Plan

#### What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	ECS PDS PERFORMANCE OVERVIEW REPORTING FREQUENCY	TARGET DATE	LEAD
<b>Implement the Council's Highway Asset Management Plan</b>	Use of the Council's Highway Asset Management Plan and condition surveys to prioritise maintenance and investment decisions – ensuring the Council achieves value-for-money by balancing priorities including cost and quality.	19. Condition of principal (A) roads (% considered for maintenance) 20. Condition of non-principal classified B & C roads (% considered for maintenance) 21. Condition of unclassified roads (% considered for maintenance)	N/A N/A N/A	March 2024 March 2024 March 2024	Assistant Director, Highways

<b>Ensure highway network is maintained through planned works programmes</b>	Use condition surveys to prioritise planned maintenance projects and complete projects within required budget and timescales	22. Undertake boroughwide condition survey to assess impact of recent capital project 23. Completion of planned capital carriageway and footway maintenance projects (% complete)	N/A N/A	March 2024 March 2024	Assistant Director, Highways
<b>Deliver an annual Highway Safety Inspection and Maintenance Routine</b>	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 .	24. Highway safety inspections completed on time (%) 25. Highway maintenance tasks completed within required timescale (%)	Monthly Monthly	March 2024 March 2024	Assistant Director, Highways
<b>Ensure street lighting is maintained to the correct standards</b>	The contractor's performance in completing street lighting repair works are monitored against required timescales.	26. Routine street lighting maintenance tasks completed within four working days (%) 27. Routine street lighting maintenance tasks completed within eight working days (monthly) (%)	Monthly Monthly	March 2024 March 2024	Assistant Director, Highways
<b>Implement a street lighting upgrade programme</b>	Continued investment in Street Lighting initiatives to further reduce energy consumption and maintenance costs, to support the delivery of our 2027 net zero carbon target.	28. Replace remaining streetlights with low energy LED units from existing revenue budgets	N/A	December 2023	Assistant Director, Highways
<b>Review and update the Winter Service Plan</b>	Review and report on the Winter Service's effectiveness and priorities in the light of experience gained in responding to past ice, snow and flooding incidents.	29. Updated winter service policy & plan produced (Y/N)	N/A	November 2023	Assistant Director, Highways
<b>Deliver major traffic improvement projects</b>	Complete the major traffic improvement projects included in the Local Implementation Plan once approved by Transport for London (TfL).	30. Projects completed within required budgets and timescales (Y/N)	N/A	March 2023	Assistant Director, Highways
<b>Provide Planning advice to developers</b>	Provide professional advice on the highways and traffic implications of proposed planning developments to minimise impacts on the road network.	31. Planning applications processed within required timescale (%)	N/A	March 2023	Assistant Director, Highways

<b>Monitor and enforce against overdue utility works on the highway</b>	Continue to monitor the progress of utility works (through the London Permit scheme) and take enforcement action when works are not completed within the agreed timescale (to reduce traffic congestion) .	32. Number of FPNs issued (outcome) <sup>2</sup>	N/A	Ongoing	Assistant Director, Highways
<b>Maintaining the highway asset by monitoring reinstatement performance standards by utility companies</b>	Continue to inspect utilities works to ensure reinstatement is undertaken to the correct standard – taking enforcement action where necessary to protect highway assets .	33. Number of Defect Notices (outcome) <sup>3</sup>	N/A	Ongoing	Assistant Director, Highways
<b>Implement a Flood Risk and Resilience Plan</b>	Increase flood risk awareness and develop resilience through our Lead Local Flood Authority role.	34. Flood Plan implemented (Y/N)	N/A	March 2023	Assistant Director, Highways
<b>Support the delivery of Sustainable Urban Drainage within the Planning process</b>	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.	35. Planning applications processed within required timescale (%)	N/A	Ongoing	Assistant Director, Highways

<sup>2</sup> <sup>1</sup>Fixed Penalty Notices (FPNs) are issued to Utilities (e.g. water, energy, & telecoms companies) for working without a permit, having incorrect registration details, or being in breach of their permit conditions

<sup>3</sup> <sup>2</sup>Defect Notices are issued to Utilities for poor quality reinstatement following highway works  
\*Whilst targets will not be set, progress will be tracked throughout the year and reported to Committee

## Priority 5 Improve Travel, Transport and Parking

### Our Ambitions:

The priority aligns to the following *Making Bromley Even Better* ambitions:

- For children and young people to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.
- For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
- For people to make their homes in Bromley and for business, enterprise and the third sector to prosper.
- For residents to live responsibly and prosper in a safe, clean and green environment great for today and a sustainable future.
- To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.

### Strategic links:

This priority has links with the following strategic plans:

- Making Bromley Even Better (Ambitions 1,2,3,4 and 5)
- Bromley's Transport for the Future (Bromley's Third Local Implementation Plan, 2019)

### What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	ECS PDS PERFORMANCE OVERVIEW REPORTING FREQUENCY	TARGET DATE	LEAD
<b>Implement new walking and cycle schemes</b>	Look to deliver high quality cycling and walking infrastructure to enhance transport choice and contribute to relieving congestion. Current schemes for which grant funding has been awarded or applied for include: <ul style="list-style-type: none"> <li>• Orpington Town Centre from the Ramsden Estate – crossing facility</li> <li>• Elmers End Green pedestrian improvements</li> </ul>	36. Delivery of walking and cycling schemes 37. Daily trips originating in the borough made by bicycle (%) 38. Daily trips originating in the borough made by foot (%)	N/A  N/A	March 2024  March 2024	Assistant Director of Traffic and Parking



	<ul style="list-style-type: none"> <li>Improved crossing facilities on Court Road near Goddington Park</li> <li>Kent House to Croydon cycle route</li> </ul> <p>We will include green infrastructure such as trees within the design of transport schemes in order to improve air quality .</p>				
<b>Reduce delays for vehicles and improve bus users' journeys</b>	<p>Help to reduce avoidable delays to journeys by improved parking management, tackling pinch points, and making bus stops more accessible.</p> <p>Make transport interchanges safer and easier to use, including railway station access improvements and providing cycle parking at interchanges .</p>	39. Maintain Bus Excess Wait Time (EWT)	Annually	March 2024	Assistant Director of Traffic and Parking
<b>Implement road safety measures</b>	<p>To promote safer travel and reduce the number and severity of road accidents, by targeting road safety remedial schemes at casualty cluster sites and providing education to those most at risk of serious injury (including young drivers, pedestrians, motorcyclists and cyclists) . Sites currently under investigation include Southend Road junction with Foxgrove Road and also "Chinese Roundabout".</p>	<p>40. People killed/seriously injured in road accidents** (No.)</p> <p>41. Children killed/seriously injured in road accidents**(No.)</p> <p>42. Total road accident injuries and deaths**(No.)</p>	<p>Monthly</p> <p>N/A</p> <p>Monthly</p>	<p>March 2024</p> <p>March 2024</p> <p>March 2024</p>	Assistant Director of Traffic and Parking
<b>Implement sustainable travel plans</b>	<p>Reduce traffic congestion, improve road safety (including public perception of improving 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>	<p>43. Children travelling to school by foot, cycle or scooting (%) (From School Hands Up Surveys)</p> <p>High level Cycle training activities (No.)45. Continue to monitor the number of school travel plans annually.</p>	<p>Annually</p> <p>Monthly</p> <p>N/A</p>	<p>March 2024</p> <p>March 2024</p> <p>March 2024</p>	Assistant Director of Traffic and Parking

<b>Increase the availability of Electric Vehicle Charging Points</b>	To promote the ownership of electric vehicles by facilitating appropriate public and residential charging points. Also to support the use of electric buses within the borough.	44. Total no. of electric vehicle charging points installed (Outcome) 45. Electric bus scheme trialled (Y/N)	N/A N/A	March 2024 March 2024	Assistant Director of Traffic and Parking
<b>Develop a borough wide anti-idling campaign</b>	Delivery of awareness activities and penalties for idling vehicles across the borough, following the Bromley anti-idling campaign launch in September 2020  We are aiming to engage with an increasing number of schools with regards to the anti-idling campaign. This also involves enforcement of these idling cases by CEOs at participating schools.	46. Anti-idling warnings issued (Outcome based, no target) 47. Schools engaged in anti-idling campaign (No.)	N/A Monthly	March 2024 March 2024	Assistant Director of Traffic and Parking
<b>Provide good quality parking on and off street</b>	Ensure parking is readily available across the borough especially near town centres, local shopping parades, railway stations and hospitals and that it balances the needs of residents, visitors and commuters.  Continue to enhance the smart parking agenda by encouraging the use of self service applications for penalty charges and parking permits, increasing the usage of cashless parking facilities throughout the borough and enhance the quality of parking in Bromley's main Civic Centre car park. Since July 2020, Bromley's main Civic Centre car park has been enhanced to be operated by Automatic Number Plate Recognition (ANPR).	48. Parking usage in on and off street locations 49. Number of incidents of graffiti, rubbish and fly tipping not cleared proactively as part of routine maintenance (No.) 50. % of cases closed as Civil Enforcement Officers (CEO) errors within the month )	Monthly Monthly N/A N/A	March 2024 March 2024 March 2024 March 2024	Assistant Director of Traffic and Parking and Head of Parking Services

	Continue to work towards a fully paperless permit solution (including visitor permits) .				
--	--	--	--	--	--

*Road casualty data is recorded on a calendar year (January to December) basis.*

*\*\* Awaiting TfL's back-cast data related to new reporting methods.*

DRAFT

## Priority 6

### Overarching Portfolio Themes

#### Our Ambitions:

The priority aligns to the following *Making Bromley Even Better* ambitions:

- For residents to live responsibly and prosper in a safe, clean and green environment great for today and a sustainable future.

#### Strategic links:

- Making Bromley Even Better (Ambition 4)
- Carbon Management Reduction Plan
- Air Quality Action Plan

#### What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	ECS PDS PERFORMANCE OVERVIEW REPORTING FREQUENCY	TARGET DATE	LEAD
<b>Deliver a Net Zero Carbon Plan</b>	The Net Zero Carbon plan was presented to PDS in 2020 and it outlines the action we will take to reduce the eCouncil's organisational emissions to zero by 2027.	51. The Net Zero Carbon plan is scrutinised by the Environment PDS Committee annually (Y/N)	N/A	2027	Carbon Programme Manager
<b>Produce a borough wide Carbon Reduction guide for residents and businesses</b>	The Carbon Management team will be developing a signposting document which will assist residents and businesses to make informed decisions about their use of energy and resources that will support a reduction in borough wide emissions.	52. Produce Carbon Reduction guide (Y/N)	N/A	June 2023	Carbon Programme Manager
<b>Produce an Air Quality Annual Status Report</b>	All local authorities are required to undertake a regular review and assessment of the air quality within their area to compare levels of local air	53. The ASR is produced, scrutinised by the Environment PDS Committee, and then	N/A	September 2023	Manager of Environmental Pollution and

	<p>pollution against the national air quality objectives.</p> <p>Where levels are found to be in excess of the objectives it is mandatory that an Air Quality Strategy and Air Quality Action Plan (AQAP) are produced in recognition of the legal requirement on the local authority to work towards meeting the air quality objectives under Part IV of the Environment Act 1995.</p> <p>The current Bromley AQAP was refreshed in 2020. It lists the actions we will take to improve air quality in Bromley over the next 5 years (to 2025). In addition, London local authorities are required to produce an Annual Status Report (ASR). The ASR provides an update on the results of air quality monitoring undertaken over the previous year and states the progress made in delivering the AQAP.</p>	<p>submitted to DEFRA and the GLA by the annual deadline (Y/N)</p>			<p>Private Rented Sector Housing</p> <p>Head of Service Community Safety, Environmental and Domestic Regulation</p>
--	---	--	--	--	---

## Performance Indicators

Number	Performance Indicators	22/23 Target
<b>Priority 1</b>	<b>Keep our streets clean</b>	
1A	Public Satisfaction with Cleanliness (% Streets / Neighbourhoods / Town Centres)	>76% >82% >90%
1B	Streets Meeting Acceptable Cleanliness (%)	>92%
<b>Priority 2</b>	<b>Minimise Waste and Reduce Recycling</b>	
2A	Total Waste Arising (refuse and recycling) (tonnes)	145,000
2B	Residual Household Waste per Household (kg)	425
2C	Household Waste Recycled or Composted (%)	51%
2D	Local Authority Collected Waste Recycling Rate (%)	44%
2E	Local Authority Collected Waste Sent to Landfill (%)	1.00%
2F	Waste & Recycling collections - homes missed (per 100,000)	120
2G	Number of Green Garden Waste customers (No.)	>15% increase
<b>Priority 3</b>	<b>Enhance Bromley's Parks and Green Spaces</b>	
3A	Highways verges and amenity grass cutting/strimming, within contractual service standards and timescales (%)	75%
3B	Public Satisfaction with Parks and Grounds Maintenance (%)	80%
3C	Ensure no net loss of street trees (Net positive no. of trees)	Net gain in street trees
3D	Total monthly tasks completed on time by Arboricultural Services contractor (% of all jobs)	75%
<b>Priority 4</b>	<b>Maintain our Transport Infrastructure and Public Realm</b>	
4A	10 day highway maintenance tasks completed within required timescale (%)	90%
4B	35 day highway maintenance tasks completed within required timescale (%)	90%
4C	Routine street lighting maintenance tasks completed within four working days (%)	95%
4D	Routine street lighting maintenance tasks completed within eight working days (monthly) (%)	100%
<b>Priority 5</b>	<b>Improve Travel, Transport &amp; Parking</b>	
5A	Maintain Bus Excess Wait Time (EWT) Annually at less than or equal to 1.0 minutes (time mins)	<1.0
5B	People Killed or Seriously Injured in Road Traffic Accidents (No.)	<79
5C	Total Road Accident Injuries and Deaths (No.)	<842
5D	High Level Cycle training activities (No.)	120
5E	Schools engaged in anti-idling campaign (No.)	>14
5F	Parking usage in on and off street locations	2.1m parking session (Annual)