
Decision Maker: ENVIRONMENT AND COMMUNITY SERVICES POLICY
DEVELOPMENT AND SCRUTINY COMMITTEE

Date: Wednesday 12th June 2024

Decision Type: Non-Urgent Executive Non-Key

Title: ECS PERFORMANCE OVERVIEW

Contact Officer: Lucy West, Head of Performance Management & Business Support
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Chief Officer: Director of Environment and Public Protection

Ward: (All Wards);

1. Reason for decision/report and options

This report presents the ECS Performance Overview indicators pertaining to the Environment and Community Services Portfolio Plan for 2023/24 for scrutiny by PDS Members and subsequent endorsement by the Portfolio Holder. The report includes data from April 2023 to March 2024.

2. **RECOMMENDATION(S)**

2.1 **That the ECS PDS Committee reviews and comments on the key performance indicators pertaining to the Environment and Community Services Portfolio Plan.**

2.2 **That the Environment and Community Services Portfolio Holder:**

Endorse the outcomes, aims and performance measures set out in the 2023/24 Environment and Community Services Portfolio Plan, taking into account the budget and views of the Committee.

Impact on Vulnerable Adults and Children

1. Summary of Impact: The services delivered by the Environment and Community Services Portfolio 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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Transformation Policy

1. Policy Status: Existing Policy
 2. Making Bromley Even Better Priority (*delete as appropriate*):
 - (1) 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.
 - (2) For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
 - (3) For people to make their homes in Bromley and for business, enterprise and the third sector to prosper.
 - (4) For residents to live responsibly and prosper in a safe, clean and green environment great for today and a sustainable future.
 - (5) To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.
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Financial

1. Cost of proposal: Not Applicable:
 2. Ongoing costs: Not Applicable:
 3. Budget head/performance centre: Environment Portfolio Revenue Budget
 4. Total current budget for this head: £47.3m
 5. Source of funding: Controllable revenue budget and capital programme funded by capital grants (including TfL), capital receipts and contributions from earmarked reserves
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Personnel

1. Number of staff (*current and additional*): 145.6 FTE
 2. If from existing staff resources, number of staff hours: Not Applicable.
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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: Detail of the service contracts to which this portfolio plan relates are maintained on the Council's Contracts Database, summaries of which are reported to this Committee as part of the Contract Register on a bi-annual cycle. Contractor Performance is scrutinised on a regular basis and contracts are procured in line with all applicable legislation and the Council's Contract Procedure Rules.
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Property

1. Summary of Property Implications: Not Applicable.
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Carbon Reduction and Social Value

1. Summary of Carbon Reduction/Sustainability Implications: Not Applicable.
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Impact on the Local Economy

1. Summary of Local Economy Implications: Not Applicable.
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Impact on Health and Wellbeing

1. Summary of Health and Wellbeing Implications: Not Applicable.
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Customer Impact

1. Estimated number of users or customers (*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: Not Applicable

3. COMMENTARY

The performance overview presented below provides the following key indicators which have Red Performance and the management commentary on exception where indicators are performing below expectation. This report acts as a 'health check' on the ECS Portfolio Plan indicators.

3.1 Priority 1: Keep our streets clean

There are no Priority 1 ECS Portfolio Plan indicators performing at RED performance.

3.2 Priority 2: Minimise Waste and Maximise Recycling

There are no Priority 2 ECS Portfolio Plan indicators performing at RED performance.

3.3 Priority 3: Enhance Bromley's Parks and Green Spaces

The table below presented the Priority 3 ECS Portfolio Plan indicators performing at RED performance.

| Indicator | Projection | Target | RAG Status | Commentary |
|---|--------------------------|--------|------------|---|
| Total monthly tasks completed on time by Arboricultural Services contractor (% of all jobs) | April to March Data: 54% | 75% | RED | <p>In addition to the ongoing performance concerns, performance was further impacted during January and February as a consequence of Storm Henk and Storm Isha, with an Excusing Cause put in place to suspend the application of the Performance Management Framework, so that operations could focus on storm recovery. In March 2024, the percentage of jobs completed on time had increased to 66.13%.</p> <p>However, performance continues to be a concern, with the number of overdue jobs having increased during this period. The contractor is focussing on recruitment, following the loss of staff during the quarter.</p> <p>To manage risk, officers have appointed three additional contractors via a Neutral Vendor</p> |

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| | | | | Framework, who are completing fixed packages of work which are due to be completed by June 2023. The tender to add suppliers to the Council's supply chain on a regular basis has been progressed with a contract award report being prepared for the June committee cycle. |
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3.4 Priority 4: Maintain our Transport Infrastructure and Public Realm

The table below presented the Priority 4 ECS Portfolio Plan indicators performing at RED performance.

| Indicator | Projection | Target | RAG Status | Commentary |
|--|--------------------------------|--------|------------|--|
| 10 day highway maintenance tasks completed within required timescale (%) | April to February Data: 32% | 90% | RED | The times for completion and overall backlog have improved in recent months, and an improvement plan has been agreed with Riney. |
| 35 day highway maintenance tasks completed within required timescale (%) | April to February Data: 50% | 90% | RED | The times for completion and overall backlog have improved in recent months, and an improvement plan has been agreed with Riney. |

3.5 Priority 5: Improve Travel, Transport and Parking

The table below presented the Priority 5 ECS Portfolio Plan indicators performing at RED performance.

| Indicator | Projection | Target | RAG Status | Commentary |
|---|-----------------------------|--------|------------|--|
| People Killed or Seriously Injured in Road Traffic Collisions (No.) | January to December: 122 | <79 | RED | Despite a long-term downward trend in Killed or Seriously Injured (KSI) collisions (see Report ES20295, June 2023), the first part of 2023 has not been good in terms of serious collisions. There are a range of variables that affect the number of road casualties, many of which are not under the |

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| | | | | influence of a local highway authority, which is why year on year data is not always the best to use to monitor progress. But over a period of years, progress can be tracked and comparisons with other LAs can be made. As reported in June, Bromley is doing well when compared to other highway authorities. However, Bromley will not be complacent and will continue to use the finite funds to maximise casualty reduction on our streets. |
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3.6

Priority 6: Overarching Themes

Not applicable. Priority 6 does not have measurable key performance indicators in the ECS Portfolio Plan.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

4.1 Services delivered as part of the Environment and Community Services Portfolio affect the daily lives of all Bromley residents and tend to be universal in nature rather than being directed at particular groups within our community. Where vulnerable adults or children may be affected by service delivery, the issues would be covered in the relevant report and not in this business management overview.

5. TRANSFORMATION/POLICY IMPLICATIONS

5.1 The activities in this report reflect the Council’s priorities and aims as set out in:

- [Environment and Community Services \(bromley.gov.uk\)](https://www.bromley.gov.uk)
- [Making Bromley Even Better \(Corporate Strategy\)](#)
- Plans and Policies as specifically referenced within each priority area of the Portfolio Plan.

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| Non-Applicable Sections: | Financial, Personnel, Legal, Procurement |
| Background Documents: (Access via Contact Officer) | Environment and Community Services Portfolio Plan 2023/24 Net Zero Carbon Strategy - Report Number ES19094 |

6. FINANCIAL IMPLICATIONS

There are no direct financial implications.

7. PERSONNEL IMPLICATIONS

The are no direct personnel implications.

8. LEGAL IMPLICATIONS

There are no direct legal implications.

9. PROCUREMENT IMPLICATIONS

Most of the 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. The procurement status of contracts with a TCV >£50k is also reported to the PDS Committee for detailed scrutiny.

PDS Committee also scrutinises 'Procurement Strategy' and 'Award of Contract' reports and monitors individual contracts and scrutinises the contractors themselves as appropriate.

10. PROPERTY IMPLICATIONS

There are no property implications, but the plan does identify service areas where Property present challenges (e.g. the Depot Improvement Programme works).

11. CARBON REDUCTION/SOCIAL VALUE IMPLICATIONS

There are no direct carbon reduction/social value implications, but the plan does identify service areas where carbon reduction and social values are reviewed.

12. IMPACT ON THE LOCAL ECONOMY

There are no direct impacts to the local economy.

13. IMPACT ON HEALTH AND WELLBEING

There are no direct impacts to health and wellbeing.

14. CUSTOMER IMPACT

There are no direct customer impacts.

15. WARD COUNCILLOR VIEWS

There are no direct Ward Councillor Views.