

Environment Portfolio Plan 2011/14

Introduction

Services provided within the Environment Portfolio affect the daily lives of every Bromley resident. We aim to maintain and enhance the local environment in which people live and work, and provide a high quality of life for all. Protecting the borough now and for future generations is a top priority.

Many of our services compare favourably with those of other authorities. We nevertheless strive to improve our performance further still, so that our environmental services are seen as excellent in the eyes of local people. A 'clean and green' Bromley is one of the main reasons people enjoy living or working in the borough. Residents rightly expect services such as street cleaning, waste collection, highways maintenance, and parks to meet high standards of effectiveness and efficiency.

The department continues to meet the demanding Customer Service Excellence standard, one of the first council services nationally to do so. We have built on the award to develop even higher standards of customer service.

The Environment Portfolio also leads the Council's carbon reduction programme. The Council itself is seeking to become more energy efficient to reduce our carbon emissions and costs, including liabilities under the coalition government's carbon tax. We will also seek to work with and support partner organisations, to ensure they play their part in reducing carbon emissions and improving energy efficiency borough-wide.

Improving the Street Scene

The quality of the street scene continues to be a priority for Bromley. A well maintained street scene is closely related to how safe residents feel and how satisfied they are with their area. The cleanliness of the borough's streets has been consistently identified by residents as a particularly important issue. In recent years, real progress has been made. This has been a result of a range of initiatives to improve cleanliness including spring cleanups, deep cleansing, new ashtray/litter bins, recycling bins, bus stop cleaning beats, chewing gum removal, and awareness raising campaigns. We will continue to enforce on-the-spot fines for littering and dropping of chewing gum. The Council continues to make progress on the Rights of Way Improvement Plan. The street traders we license, and the markets we manage, also add vitality to the borough's street scene.

A new contract for street cleaning will begin in April 2012. We have taken the opportunity to thoroughly review our approach to street cleaning to seek efficiencies and maintain a high standard of service, and these aims will underpin the new contract.

We have now reached landmark agreements with the police, and our parks contractor Ward Security, for their officers and staff to serve Fixed Penalty Notices for enviro-crime offences - including the damage caused by graffiti. We have built on the success of Operation Monica, identifying offenders through a co-operative multi-agency approach to reduce the fear of crime and improve the quality of the environment.

Over the past few years we have also had significant success in reducing the incidence of fly-tipping and abandoned vehicles. The Council offers a service for the removal and disposal of unwanted vehicles free of charge, which has contributed to this success. In addition, devolved powers from the DVLA enable us to take enforcement action against untaxed vehicles. We will ensure that this approach is sustained.

Recycling and Waste

With the Landfill Tax increasing year on year there is an important financial benefit in recycling more and sending less of our waste to landfill. The environmental benefits of reducing waste and increasing the level of recycling are also important. Bromley's recycling performance is exceptional by both national and London standards, yet the borough remains a relatively high waste-producing area.

In the longer term producing less waste in the first place is the real answer, and manufacturers and retailers have an important role to play in achieving this. Until they do, the cost of waste services will remain a bigger issue for Bromley residents than should be the case. We will therefore encourage and support the Government to bring forward proposals to tackle this problem. We will continue to work with residents to help them reduce the amount of rubbish they generate.

From October 2010, the Composting for All kitchen waste recycling scheme was expanded across the borough for all street-level properties. Early indications demonstrate a reduction in the overall tonnage produced, and an increased recycling rate to 48% in the second half of the year. We will continue to enhance the service through our Recycling for All programme and ensure our waste advisors work with residents, visiting households and encouraging greater participation.

We will continue to expand Composting for All in the coming year and, in partnership with the London Waste and Recycling Board, we will extend the separate kitchen waste collection to flatted properties in the borough.

Over the course of the coming year we will continue to promote and facilitate further recycling by schools and local businesses, to supplement the success of our domestic waste initiatives.

Enhancing Parks and Green Spaces

The high standard of our parks and open spaces, and access to nature, figure highly amongst the issues identified by residents as a vital part of making the borough a good place to live in.

In the last year we worked closely with residents in Penge and Anerley to enhance their wellbeing through our 'Park Fit' and 'Grow Time' initiatives. We also successfully facilitated a pilot voluntary action scheme to encourage young people living in the Cray Valley to support their community.

We continue to support Friends groups, and seek to link Street Friends to Parks Friends wherever possible. Since 2006 the number of accredited Park Friends groups has increased from 19 to 51. Friends groups can help to raise external funding that local authorities acting alone are unable to access. Last year, Friends groups secured over £265,000 of additional funding and provided over 30,000 hours of voluntary work to enhance our landscapes. We will continue to work with local groups in seeking additional funding to enhance their local parks and green spaces.

We plan to provide additional reserved areas to help alleviate pressures on the borough's remaining burial spaces. We will seek additional spaces to reduce the borough's allotment waiting list.

Last year we planted over 600 trees, and 39 abandoned vehicles were removed from our parks. More than 1 in 5 of all trees had a comprehensive health and safety inspection. Park security has been improved, including the delivery of fixed penalty notices for dog-related crime. We are liaising closely with the Police to facilitate a joint approach to dangerous dog offences. We will continue our work in improving the safety and security in parks, and the cleanliness and tidiness of all our green spaces.

Transport Improvements

Traffic congestion has been identified by residents as a priority issue facing the borough. Solutions will, however, be both long-term and costly. Major highway and traffic schemes which the borough wishes to see developed are often dependent upon funding from Transport for London (TfL), and this could be uncertain in the future. As part of our programme to reduce traffic congestion through better highway design, this year we will focus on the northern section of the Orpington Bypass (A224) and parts of the A234-A222-A2015 route through Penge and Beckenham.

Local people themselves should be able to play their part, for example by reducing the proportion of home to school journeys by car. All of our schools have travel plans in place, and we will continue to review and update existing plans. We are working with primary schools to find new ways to ensure primary school children can walk to school unaccompanied.

We will continue to work with local businesses to develop workplace travel plans. We are also committed to supporting the development of travel planning and advice for the Council's own staff.

We will continue to seek improvements in public transport to provide more choice. We will maintain our programme of re-surfacing bus routes to improve the journey experience. We will also make improvements to local cycling and walking facilities, including Court Road, and will contribute to the development of the Bromley North Village project.

Congestion should also be tackled in conjunction with neighbouring boroughs, as motorists avoiding more congested areas can impact on others. We will work through the new sub-regional bodies and maintain contact with our partners from the former Seltrans partnership, to identify and lobby for projects which will deliver benefits for travellers across south and south-east London.

Bromley has a good record in road accident reduction, with record low levels of serious and fatal accidents. We have an active programme of educating road users, with a particular focus on children and teenagers as they approach driving age. We will continue our programme of targeted safety improvements to reduce deaths and injuries on our roads.

Mobile phone payment for parking has been introduced to provide more choice for motorists. A number of parking schemes are under development, including reviews of Penge and Beckenham town centre areas and the possible extension of Lennard Road car park in Beckenham.

Transport Infrastructure

The condition of Bromley's roads and pavements has been consistently identified by residents as a particularly important issue, and their maintenance continues to be a priority for the Council.

We intend to commence a programme of major repairs to the A233 Main Road, Biggin Hill, and begin work on a £6 million scheme to renew Chiselhurst Bridge.

The London Permit Scheme was successfully introduced in Bromley. We will seek to reduce traffic congestion caused by utility companies' street works even further.

The Council played an effective role in keeping traffic moving and safe through the winter snowfall. We are reviewing the lessons learned from this experience to ensure that key services can continue to operate during adverse weather conditions.

A programme of repairs to potholes caused by the severe weather during the winter of 2009/10 was successfully undertaken. Further work will be carried out to repair damage caused by the snowfall in December 2010.

Outcome 1	Improving the Street Scene
Issues	Clean streets are a high priority for residents
	Satisfaction with the street scene has a significant impact on residents' confidence in the Council

Aim	Maintaining street cleanliness
In the coming year we will ...	Resources required beyond those currently available
Continue to support our partners, including the police, to issue Fixed Penalty Notices for a range of offences	
Maintain residents' satisfaction with street cleaning standards	
Expand the Street Friends scheme and establish a Junior Friends Network.	
Continue to monitor street cleanliness standards effectively and accurately	
Develop the Community Toilet scheme to provide facilities for the public	

Performance Indicators	09/10 Actual	10/11 Target	10/11 Actual	11/12 Target	12/13 Target	13/14 Target
NI 196: Enforcement actions taken against fly-tipping; and	238	240	212	220	220	220
Number of illegal fly-tipping incidents	2516	<2500	2886	<2500	<2500	<2500
Street & environmental cleanliness (% streets below standard)						
- litter	7%	13%	4%	6%	6%	6%
- detritus	8%	11%	8%	8%	8%	8%
- graffiti	3%	3%	2%	3%	3%	3%
- fly-posting	1%	1%	1%	1%	1%	1%
(NI 195; now reported to Keep Britain Tidy)						

Outcome 2	Minimising Waste, and Increasing Recycling and Composting
Issues	Encouraging greater public involvement in waste minimisation and recycling

Aims	Increasing the proportion of waste recycled and composted
	Reducing the amount of waste sent to landfill
	Maintain public satisfaction with refuse and recycling services
In the coming year we will ...	Resources required beyond those currently available
Consolidate the borough-wide implementation of our Recycling for All policy	
Enhance recycling through an innovative food waste collection service for flats	London Waste and Recycling Board
Through our waste advisers, assist residents to minimise their waste and recycle more	
Improve our facilities for producing energy and fertiliser from organic waste	
Support schools and businesses to recycle on a greater scale	
Maintain public satisfaction with waste collection	

Performance Indicators	09/10 Actual	10/11 Target	10/11 Actual	11/12 Target	12/13 Target	13/14 Target
Household waste recycled/composted (%) NI 192	40.2%	44%	44%	48%	50%	52%
Municipal waste land-filled NI 193 (%)	35.1%	36%	34%	30%	25%	22%
Residual household waste (kg per household) NI 191	589kg (1,298 lb)	571kg (1,259 lb)	524 kg (1,155 lb)	490kg (1,080 lb)	470kg (1,036 lb)	450kg (992 lb)

Outcome 3	Enhancing Bromley's Parks and Green Spaces
Issues	Develop community involvement in our parks
	Conserve and enhance Bromley's parks and green spaces

Aim	Maintain public satisfaction with parks and green spaces	
In the coming year we will:	Resources required in addition to those currently available	
Maintain at least 51 accredited Friends of Parks groups, and assist them to seek at least £300,000 of external funding for park improvements	Grant funding	
Continue to develop healthy and active play schemes for both young and old	Grant funding	
Maintain the cleanliness of parks, open spaces and verges		
Improve safety and security in parks and green spaces, including Crystal Palace		
Promote responsible dog ownership; and work with the police to enable owners of dangerous dogs to be prosecuted.		
Integrate Country Parks and Rangers within the comprehensive Parks and Greenspace service		
Maintain public satisfaction with parks and open spaces		

Outcome 4	Securing our transport infrastructure
Issues	Satisfaction with the condition of roads and pavements has a significant impact on residents' confidence in the Council
	Ensure maintenance of the borough's infrastructure is carried out in a timely and effective way.

Aim	Maintain roads, pavements and street lighting in a good condition
In the coming year we will ...	Resources required beyond those currently available
Follow up the successful energy-saving pilot on the dimming of street lighting at appropriate times	
Review the effectiveness and priorities of the winter maintenance service in the light of experience	
Further develop the Snow Friends scheme prior to Winter 2011/12	
Commence work on the renewal of Chiselhurst Bridge	TfL
Initiate a major programme of refurbishments to the A233 Main Road, Biggin Hill	TfL
Maintain public satisfaction with the condition of roads and footways	

Performance Indicators	09/10 Actual	10/11 Target	10/11 Actual	11/12 Target	12/13 Target	13/14 Target
Condition of principal roads (NI 168) (% should be considered for maintenance)	4%	<7%	3%	<7%	<7%	<7%
Condition of non-principal roads (NI 169) (% should be considered for maintenance)	4%	<8%	5%	<8%	<8%	<8%
Condition of footway surface (% should be considered for maintenance)	28%	<30%	18%	<30%	<30%	<30%

Aim	Improve the standard of work carried out by the utilities	
In the coming year we will ...		
Continue to inspect 40% of utilities works, 10% more than expected in the code of practice		
Work with utility companies to improve the speed and quality of their work, taking enforcement action where necessary		
Build on the successful introduction of the London Permit Scheme to reduce delays and traffic congestion		

Aim	Minimise the risk of flooding	
In the coming year we will ...		
Complete final drafts of the Preliminary Flood Risk Assessment (PRFA) and the Surface Water Management Plan (SWMP)		
Demonstrate that the SWMP is being followed and developed		
Adopt the statutory role of Lead Local Flood Authority		

Outcome 5	Improving Transportation	
	Predicted long-term increase in car ownership	
	Transport needs of those without private cars	
Aims	Promotion of cycling, walking and public transport to: improve access to services, facilities, and employment; reduce peak time congestion; improve journey times; and lower carbon emissions	
	Improve the road network for all users	
	Promote safe and secure parking provision	
In the coming year we will ...	Resources required beyond those currently available	
Continue implementing the traffic element of the Bromley Town Centre Area Action Plan, including a strategy to meet parking demand after the planned closure of Westmoreland Road MSCP		
Plan a medium-term 10% modal shift reduction in journeys by car to Bromley Town Centre	TfL	
Prepare to examine in 2012/13 the potential benefits of a new "park and ride" scheme		
Agree a new Local Implementation Plan (LIP) in response to the Mayor of London's revised Transport Strategy		
Review the Council's transport policies and contribute to the Council's Local Development Framework		
Lobby for extensions of the Docklands Light Railway and Tramlink into the borough		
Decrease congestion and reduce journey times on priority routes focusing on: <ul style="list-style-type: none"> • the Orpington bypass (A224) • parts of the A234/A222/A2015 route through Penge and Beckenham 	TfL	
Improve priority bus routes and, where practicable, reduce bus journey delays	TfL	

Continue to support developers and businesses in introducing Work Based Travel Plans	TfL
Continue the reviews of School Travel Plans, working with schools and parents to reduce traffic congestion, improve road safety, and encourage walking and cycling.	
Provide cycle training to at least 1,600 people; and continue the successful programme of Complete Driving Courses	TfL
Improve pedestrian and cycle access to local facilities, parks and the countryside, including a major scheme for Court Road, Orpington	TfL
Seek to extend the New Beckenham (Lennard Road) car park	TfL
Complete the Penge parking review, and undertake a comprehensive review of parking provision in Beckenham town centre	TfL

Performance Indicators	09/10 Actual	10/11 Target	10/11 Actual	11/12 Target	12/13 Target	13/14 Target
%age of children traveling to school by car (from School Census; former NI 198)	31%	27%	31%	31%	31%	31%

Aim	Fewer road accident casualties
In the coming year we will ...	Resources required beyond those currently available
Implement a programme of accident reduction measures in key locations	TfL
Identify and prioritise locations for accident reduction measures in 2012/13	
Deliver a programme of skid resistant road surfacing to improve safety	TfL

Performance Indicators	2009 Actual	2010 Target	2010 Actual	Target		
				2011	2012	2013
People killed/seriously injured in road accidents NI 47	127	No more than 121	90	No more than 128	No more than 123	No more than 119
Children killed/seriously injured in road accidents NI 48	7	No more than 13	5	No more than 11	No more than 11	No more than 11
Total road accident injuries and deaths	877	No more than 860	816	No more than 850	No more than 819	No more than 788

Customer Services and Cross-cutting Themes

Aim	Contribute to wider environmental improvements
In the coming year we will:	
<p>Lead a programme of activity, including energy efficiency improvements, to reduce the Council's carbon emissions and mitigate the impact of the carbon tax</p> <p>Provide exemplars of good practice and celebrate the achievements of Bromley's residents and businesses at the Bromley Environment Awards</p> <p>Network with other local private and public sector organisations to improve energy efficiency and reduce carbon emissions across the borough</p>	

	08/09 Actual	09/10 Target	09/10 Actual	10/11 Target	11/12 Target	12/13 Target
NI 185 % annual reduction in CO ₂ emissions due to Council operations	Base-line	4%	12.9%	4%	4%	4%
NI 186 annual reduction in borough-wide CO ₂ emissions	3.9% (Target 2.83%)	2.83%	n/a	2.83%	2.83%	2.83%
Adaptation to climate change (level of preparedness – former NI 188)	0	1	1	2	3	3

Aims	Increase customer satisfaction
	Improvement and Efficiency
	Fair and effective parking enforcement
In the coming year we will:	
<p>Sustain the improvement in our standards of customer service</p> <p>Embed coherent and effective service planning</p> <p>Identify and implement further efficiency savings</p> <p>Continue to achieve demanding service objectives within the context of tightened budget constraints</p> <p>Maintain control of our contracts at both Member and operational level, including reviewing our approach to services whenever contracts are renewed</p> <p>Support the Environment PDS Committee in exercising its powers of scrutiny over a range of public bodies, including the Council itself</p> <p>Continue to improve the effectiveness and fairness of the Council's parking enforcement activities</p> <p>Provide a choice of parking payment methods for motorists</p> <p>Ensure that good parking facilities and reasonable charges support the vitality of the borough's town centres</p>	

Communications Issues

Improving the street scene

- Improve public understanding of, and support for, the Council's approach to tackling fly-tipping, litter and graffiti
- Promote Bromley's image as a clean and green borough
- Increase public awareness of the Community Toilet scheme

Minimising waste, and increasing recycling and composting

- Increase resident participation to secure environmental and other benefits through recycling and waste minimisation, in support of our Recycling and Composting for All programme
- Promote recycling in schools
- Explain how home composting and real nappies can reduce waste and save money

Improving transportation

- Promote the advantages of cycling, walking and using public transport to pupils in our schools
- Promote cycling, walking and the use of public transport to businesses, visitors and residents, focusing on town centre locations
- Ensure that our messages on road safety are communicated effectively to the public

Enhancing Bromley's Environment

- Promote the activities of Friends groups and others in enhancing the borough's parks and street scene
- The Bromley Environment Awards will celebrate the achievements of local residents and businesses in protecting and improving the quality of the local environment