



THE LONDON BOROUGH  
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DATE: 12 September 2011

To: Members of the  
**PUBLIC PROTECTION AND SAFETY POLICY DEVELOPMENT AND SCRUTINY COMMITTEE**

Councillor Douglas Auld (Chairman)  
Councillor Kate Lymer (Vice-Chairman)  
Councillors Kathy Bance, Jane Beckley, John Canvin, Peter Fortune, Gordon Norrie,  
Richard Scoates and Harry Stranger

Non-Voting Co-opted Members –

Katie Chaplin, Bromley Youth Council  
Judith Cross, Bromley Community Engagement Forum  
Cora Green, Bromley Victim Support  
Dr Robert Hadley, Bromley Federation of Residents Associations  
Clifford Longley, Bromley Neighbourhood Watch  
Mariam Ogunwale, Bromley Youth Council

A meeting of the Public Protection and Safety Policy Development and Scrutiny Committee will be held at Bromley Civic Centre on **TUESDAY 20 SEPTEMBER 2011 AT 7.00 PM**

MARK BOWEN  
Director of Resources

*Copies of the documents referred to below can be obtained from*  
[www.bromley.gov.uk/meetings](http://www.bromley.gov.uk/meetings)

## **PART 1 AGENDA**

**Note for Members:** Members are reminded that Officer contact details are shown on each report and Members are welcome to raise questions in advance of the meeting.

### **STANDARD ITEMS**

- 1 APOLOGIES FOR ABSENCE AND NOTIFICATION OF ALTERNATE MEMBERS**
- 2 DECLARATIONS OF INTEREST**
- 3 QUESTIONS FROM COUNCILLORS AND MEMBERS OF THE PUBLIC ATTENDING THE MEETING**

To hear questions to the Committee received in writing by the Democratic Services Team by 5pm on Wednesday 14<sup>th</sup> September 2011 and to respond.

- 4 **MINUTES OF THE PUBLIC PROTECTION AND SAFETY PDS COMMITTEE MEETING HELD ON 26TH JULY 2011** (Pages 3 - 10)
- 5 **MATTERS ARISING FROM PREVIOUS MEETINGS** (Pages 11 - 14)
- 6 **UPDATE FOLLOWING THE RECENT PUBLIC DISORDER IN BROMLEY** (Pages 15 - 20)

#### **HOLDING THE PORTFOLIO HOLDER TO ACCOUNT**

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

To hear questions to the Public Protection and Safety Portfolio Holder received in writing by the Democratic Services Team by 5pm on Wednesday 14<sup>th</sup> September 2011 and to respond.

- 8 **PUBLIC PROTECTION AND SAFETY PORTFOLIO - PREVIOUS DECISIONS** (Pages 21 - 24)

#### **PRE-DECISION SCRUTINY OF PORTFOLIO HOLDER REPORTS**

The Public Protection and Safety Portfolio Holder to present scheduled reports for pre-decision scrutiny on matters where he is minded to make decisions.

- a **COMMUNITY SAFETY BUDGET 2011/12** (Pages 25 - 38)
- b **REVIEW OF THE FOOD SAFETY TEAM** (Pages 39 - 50)

#### **POLICY DEVELOPMENT AND OTHER ITEMS**

- 9 **UPDATE ON LBB MENTORING SCHEME** (Pages 51 - 58)
- 10 **ADULT SAFEGUARDING - IMPACT OF WORK CARRIED OUT BY PUBLIC PROTECTION & SAFETY TEAMS** (Pages 59 - 66)
- 11 **BROMLEY SAFEGUARDING ADULTS BOARD ANNUAL REPORT 2010/11** (Pages 67 - 112)
- 12 **SCHEDULE OF VISITS**
- 13 **WORK PROGRAMME** (Pages 113 - 120)

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## **PUBLIC PROTECTION AND SAFETY POLICY DEVELOPMENT AND SCRUTINY COMMITTEE**

Minutes of the meeting held at 7.30 pm on 26 July 2011

### **Present:**

Councillor Douglas Auld (Chairman)  
Councillor Kate Lymer (Vice-Chairman)  
Councillors Harry Stranger, Peter Fortune, Kathy Bance,  
John Canvin, Jane Beckley, Gordon Norrie and  
Richard Scoates

Katie Chaplin, Judith Cross, Cora Green and Mariam  
Ogunwale

### **Also Present:**

Councillor Tim Stevens J.P.

### **STANDARD ITEMS**

#### **119 APOLOGIES FOR ABSENCE AND NOTIFICATION OF ALTERNATE MEMBERS**

None

#### **120 DECLARATIONS OF INTEREST**

Councillor Stranger declared a personal interest in Item 9b as the Secretary of the Conservative Club Orpington.

#### **121 CONFIRMATION OF CO-OPTED MEMBERS REPRESENTING BROMLEY YOUTH COUNCIL**

Although the Chairman had not been advised prior to the meeting 2 representatives of the Bromley Youth Council attended the meeting for the purposes of becoming co-opted members of the committee.

The Chairman welcomed Katie Chaplin and Mariam Ogunwale to the meeting where he proposed, and Councillor Fortune seconded their co-option onto the committee.

**RESOLVED that Katie Chaplin and Mariam Ogunwale are co-opted onto the Public Protection and Safety Policy Development and Scrutiny committee representing the Bromley Youth Council.**

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

There were no questions from Councillors or Members of the Public.

**123 MINUTES OF THE PUBLIC PROTECTION AND SAFETY PDS COMMITTEE MEETING HELD ON 28th JUNE 2011**

The Committee considered the minutes of the meeting of Public Protection and Safety PDS Committee held on 28<sup>th</sup> June 2011.

**RESOLVED that the minutes of the meeting held on 28<sup>th</sup> June be agreed.**

**124 CHAIRMAN'S UPDATE**

The Chairman provided an update to the Committee. He reported that 2 items that were to be scheduled for this meeting; Review of Vulnerable Adults service and Partnership Budget would be coming to a future meeting. This was due to the fact that Colin Newman; Head of Community Safety had been taken ill and was in hospital. Other officers would pick up these issues for future meetings. Jim McGowan and Jackie Goad would be standing in for Colin as an interim measure. In Clive Davison's absence Jim McGowan was deputising for him at the meeting.

He also asked Bromley Borough Commander, Charles Griggs, to give an update on policing in the Borough;

Commander Griggs explained that the review of the Safer Neighbourhood Teams was still underway. In July Sergeants would be required to apply for their own jobs. It will then be decided who would be appointed and to which teams they will be appointed too. The preference panel would be sitting on 5<sup>th</sup> September. It was envisaged that the officers would be in place shortly after. He also outlined the timetable for the PCSO's who were applying to become Police Officers. 82 had applied but not all would be selected. Those that were would be assessed over the next 6 months. There would then be a selection and training process and it was hoped they would be in post in January 2012. Therefore there would be no decline in PCSO numbers on the Safer Neighbourhood Teams (SNT) before January 2012 and when the successful PCSO's did leave they would be replaced by PCSOs being transferred to the SNTs from other units.

**125 MATTERS ARISING FROM PREVIOUS MEETINGS**

Members considered matters arising from previous meetings.

The report on the Drug Action Team would be coming to the September Meeting.

The issues surrounding ASBO's was currently with Central Government. Once there were developments to report this would be brought to a future meeting.

With regard to the Fire Reduction Officer Members were informed that the Director, Portfolio Holder and Andrew Holcombe from the fire service had been in discussion over the suggestion they put forward at the previous meeting; that this role was incorporated into the post of the 3 Safer Neighbourhood Officers. One of these Officers, Amanda Davis, addressed the officers giving an outline of how this would be incorporated into the current role.

With regard to the £15,000 this would not need to be drawn down now unless officers felt that it was needed for a specific project. Any requests would be brought back to the committee before the Executive were requested to release the funds.

**RESOLVED that matters arising from previous meetings be noted.**

#### **HOLDING THE PORTFOLIO HOLDER TO ACCOUNT**

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

There were no questions from Councillors or Members of the Public submitted prior to the meeting.

Members did ask about the Public Protection and Safety Newsletter that had been produced and circulated by Suzie Clark. She addressed the meeting outlining how it had been sent electronically in the main but some hard copies had gone to Libraries and Doctors Surgeries. She was pleased to report that she had received a lot of feedback all of which was positive. She would bring all the comments together and prepare a report for a future meeting.

Members then asked the Portfolio Holder which elements of the budget he had control over and how they should be used. The Portfolio Holder outlined the areas which included Safer Neighbourhood Grants where he had allocated £40,000, out of a total available fund of £67,000, available for organisations to bid against. When asked he confirmed that organisations could bid for this money to arrange local events. There was also a Portfolio Holder fund which contained £25,000.

**127 UPDATE FROM JAMES CLEVERLY - GREATER LONDON AUTHORITY (GLA)**

James Cleverly, member of the GLA for Bexley and Bromley addressed the meeting. He outlined some of the changes that were taking place including the structural changes to the Safer Neighbourhood Teams. The decision to reduce the number of Sergeants in the teams was not popular but necessary.

He reported that during the Olympics local policing would be reduced in order to provide the number of officer required for the games.

After the Olympics a number of officers, who had completed 30 years service and therefore were able to draw their Police pensions, would be leaving the force. The numbers of officers would remain the same but the level of experience would be lower.

He went on to cover the changes in the Police due to the phone hacking allegations. Following the resignation of the Deputy Commissioner John Yates, Bernard Hogan-Howe would be the interim Assistant Commissioner. The interim Commissioner role would be filled by Tim Godwin.

Cressida Dick would be head of Counter Terrorism on a temporary basis.

**128 PUBLIC PROTECTION AND SAFETY PORTFOLIO - PREVIOUS DECISIONS**

The Committee noted and agreed decisions taken by the Public Protection and Safety Portfolio Holder since the Committee's last meeting on 28<sup>th</sup> June 2011.

**RESOLVED that the decisions be noted.**

**129 PRE DECISION SCRUTINY OF PORTFOLIO HOLDER REPORTS**

**A) BUDGET MONITORING 2011/12**

The Committee considered a report which gave an updated on the latest budget monitoring position for 2011/12 for the Public Protection and Safety Portfolio based on expenditure and activity levels up to 31<sup>st</sup> May 2011. This showed a balanced budget.

Members asked two very specific questions relating to the budgets, in the absence of the Finance officer the Director agreed to come back to members with the answers.

The Chairman asked, as there was a balanced budget would there be any room to make savings. In response the Director said that it was for Members and Officers to scrutinise the budget but it was too early in the process to be able to identify if any savings could be made.

**RESOLVED that the Portfolio Holder is requested to endorse the latest 2011/12 budget for the Public Protection and Safety Portfolio.**

### **130 LICENSING FEES**

Cllr Stevens (Portfolio Holder for Public Protection & Safety) had requested a report following the identification of a need to review licence fees proposed in the Service Review undertaken by the Organisational Improvement Team and reported to Cabinet on 13 May 2011.

Members considered the report. They noted the proposed increments and that they were in line with other authorities and national guidance.

Some concerns were raised that the fees went up in April and were being increased again. In particular there were concerns that small, rural businesses such as riding stables were being increased.

They also wanted to see gambling establishments' licenses increased more but officer explained that these licenses were governed by national statute so increases were limited.

The Committee noted that the statutory fees under the Licensing Act 2003 which account for approximately 75% of the licensing team's fee income had not been increased since 2005. The chairman asked if the Portfolio Holder would consider writing to the Department for Culture, Media and Sport and local MP's seeking their support for the increase in the licensing fees.

The increases would take affect from 1<sup>st</sup> October.

**RESOLVED that the Portfolio Holder is recommended to endorse:**

- 1. The fees for the Gambling Act 2005 licences and permits are set at the suggested levels**
- 2. that other licence fees are set at the suggested levels**
- 3. that the fees are reported, on 28<sup>th</sup> September 2011, to the General Purposes and Licensing Committee**
- 4. that the fees are effective from 1<sup>st</sup> October 2011**

### **131 OUT OF HOURS NOISE SERVICE - SAVINGS OPTIONS**

Members considered a report which provided details of the review of the Out of Hours Noise Service in support of the Cabinet's decision to action the policy options outlined in the Organisational Improvement Group's review of the Public Protection Division.

The out of hours service is broken down into three distinct areas. From 5pm – midnight officers respond to all complaints and provide residents with the flexibility of officers visiting them at home to carry out noise monitoring, etc. They also operate a call out service from 5pm to 8am where a single officer reacts to “emergency” complaints. On Saturday nights a dedicated Party Patrol operates from 10pm to 4am to respond to complaints about party noise.

Members considered 4 options:

Option 1 – Discontinue the out of hours service (saving £34k)

Option 2 – Reduce the Party Patrol service (saving 9k)

Option 3 – Joint working with the Metropolitan Police (saving 9k)

Option 4 – maintain the current level of service.

Members agreed that this was an important issue for residents and that the out of hours service was well known and respected. They did not want to see the service cease.

They did note however, that during the nice weather the number of noise complaints had risen. Since the weather had been less clement complaints had dropped.

They could see the benefit of the officers preferred choice of option 3 however they had concerns that there may not always be a special constable available. Charles Griggs explained that whilst he could not guarantee a special constable as they were volunteers and so could not be compelled to work he felt that with the number of “special” he had currently that the system should work well. They supported this option. The Chairman felt that a 3 month trial was not long enough and requested that this be extended to 6 months.

There was also a suggestion that part of option 2 be trialled; in that the party patrol could be reduced in January and February. However the Chairman felt that Option 2 should be considered once the trial of option 3 was completed.

Officers confirmed, at the suggestion of members, if at any point during the trial it did not appear to be working then it could be stopped and the service reviewed.

Further reports would be brought to the committee to update members.



**RESOLVED that:**

1. The options are noted
2. Option 3 is run for pilot period of 6 months with a caveat that it can be stopped at any time if appears not to be working
3. Option 2 is considered after the pilot of option 3
4. Update reports are brought back to the committee March

**A) PARTNERSHIP BUDGET**

This item was withdrawn from the agenda.

**132 WORK PROGRAMME**

The Committee considered its Work Programme for 2011/12.

The two items that were not able to be considered on this agenda; the review of vulnerable adults and the Partnership budget would be included on the September agenda.

The work programme appeared twice on the programme for September so this would be amended.

**RESOLVED that the Work Programme, including the above additions and amendments, for the Public Protection and Safety PDS Committee be approved.**

**133 SCHEDULE OF VISITS**

At the last meeting the clerk had been tasked with arranging the long awaited visit to SLAM.

The proposed dates, 15<sup>th</sup> September at 12 noon and 27<sup>th</sup> September at 10am were circulated and members indicated their preferred date. Members of the Adult and Community Services Policy Development and Scrutiny and the Adult and Community Services Portfolio Holder as well the ward members of the 2 adjoining wards had also been invited.

The visits could take a maximum of 12 per visit. Once all the members on both committees have indicated their preference the clerk would finalise the details with SLAM and circulate a brief outline of the visits.

In addition to the Slam visit the Head of Food Safety extended an invite to members to accompany officers on inspections. This would be on a one to one basis and members were asked to let officers know if they wished to attend an inspection. This would be helpful in giving them an understanding of the process ahead of an item on food safety that was due to be considered on the September agenda.

The next visit to be arranged would be to a drug treatment centre. Dates would be arranged for October or November and it was hoped that these would be circulated at the September meeting.

The Meeting ended at 9.30 pm

Chairman

# Agenda Item 5

Report No.  
RES11078

London Borough of Bromley

Agenda  
Item No.

## PART 1 - PUBLIC

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**Decision Maker:** Public Protection and Safety PDS Committee

**Date:** 20<sup>th</sup> September 2011

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

**Title:** **MATTERS ARISING FROM PREVIOUS MEETINGS**

**Contact Officer:** Helen Long, Democratic Services Officer  
Tel: 020 8313 4595 E-mail: helen.long@bromley.gov.uk

**Chief Officer:** Mark Bowen, Director of Resources

**Ward:** All

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1. Reason for report

At each meeting the Committee reviews matters arising from previous meetings that are still outstanding or active. There are currently 5 Items outstanding.

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2. **RECOMMENDATION(S)**

**That the Committee reviews progress with matters arising from its recent meetings.**

### Corporate Policy

1. Policy Status: Existing policy. "Building a Better Bromley"
  2. BBB Priority: Excellent Council.
- 

### Financial

1. Cost of proposal: No cost
  2. Ongoing costs: N/A.
  3. Budget head/performance centre: Democratic Services
  4. Total current budget for this head: £344,054 (controllable budget)
  5. Source of funding: Existing 2011/12 revenue budget
- 

### Staff

1. Number of staff (current and additional): There are 10 posts (9.22fte) in the Democratic Services team.
  2. If from existing staff resources, number of staff hours: Maintaining the matters arising report takes less than an hour per meeting.
- 

### Legal

1. Legal Requirement: No statutory requirement or Government guidance.
  2. Call-in: Call-in is not applicable. This report does not involve an Executive decision
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): This report is primarily intended for Members of the PDS Committee.
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.
2. Summary of Ward Councillors comments: N/A

### 3. COMMENTARY

- 3.1 The Committee normally considers a report on matters arising from previous meetings. This report covers current outstanding matters - see **Appendix 1**.
- 3.2 In addition to the issues summarised in the appendix, the Committee receives reports at most meetings on matters arising from previous meetings, the work programme and budget monitoring and has the opportunity to pre-scrutinise the Portfolio Holder's forthcoming agenda. Minutes for these items are only detailed in the appendix when there were specific actions to follow up.

<b>Non-Applicable Sections:</b>	Policy/Financial/Legal/Personnel
Background Documents: (Access via Contact Officer)	Previous matters arising reports and minutes of meetings from May 2007 onwards.

**Appendix 1**

<u>Minute Number/Title</u>	<u>Decision</u>	<u>Update</u>
<b>14<sup>th</sup> December 2010 - Special</b>	A DAT update report be submitted to a future meeting and a visit to be arranged for Members to a drug treatment centre.	Update report 20 <sup>th</sup> September. Visit to Drug treatment being arranged.
<b>1<sup>st</sup> February 2011</b>		
<b>84.</b> A Report on the effectiveness of Anti-social Behaviour Orders and Acceptable Behaviour Commitments in the Borough of Bromley.	The Safer Bromley draft Strategy would contain the relevant police statistics relating to ASBO's.	Ongoing
<b>26<sup>th</sup> July 2011</b>		
<b>130.</b> Licensing Fees	Portfolio Holder to write to Department of Culture, Media and Sport highlighting that the statutory fees under the Licensing Act 2003 had not been increased since 2005.	
<b>131.</b> Out of Hours Noise Service	Update report after the 6 month Pilot scheme	13 <sup>th</sup> March 2012
<b>131A.</b> Partnership Budget	Deferred	25 <sup>th</sup> October 2011

Report No.  
ES11122

## London Borough of Bromley

### PART 1 - PUBLIC

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**Decision Maker:** Public Protection and Safety PDS

**Date:** 20 September 2011

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

**Title:** UPDATE ON PUBLIC DISORDER IN BROMLEY

**Contact Officer:** Susie Clark, Communications Executive  
Tel: 020 8461 7911 E-mail: susie.clark@bromley.gov.uk

**Chief Officer:** Nigel Davies, Director of Environmental Services

**Ward:** Boroughwide

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1. Reason for report

This report provides an overview of the actions taken by the Council in partnership with the police following the public disorder experienced in Bromley on Monday 8 August, 2011, which took place after similar, though more severe, riots in other areas of London.

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2. **RECOMMENDATION(S)**

To note the contents of the report.

### Corporate Policy

1. Policy Status: Existing policy.
  2. BBB Priority: Safer Bromley.
- 

### Financial

1. Cost of proposal: N/A
  2. Ongoing costs: N/A.
  3. Budget head/performance centre:
  4. Total current budget for this head: £
  5. Source of funding:
- 

### Staff

1. Number of staff (current and additional):
  2. If from existing staff resources, number of staff hours:
- 

### Legal

1. Legal Requirement: No statutory requirement or Government guidance.
  2. Call-in: Call-in is not applicable.
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Boroughwide and businesses
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.
2. Summary of Ward Councillors comments:



### **3. COMMENTARY**

#### **3.1 Background**

3.2 Bromley experienced public disorder in its high streets following similar, but more severe, riots in Tottenham and other parts of London during the weekend of the 6/7 August 2011, coinciding with outbreaks of violent disorder in other cities across the UK. Rioting and looting took place in Bromley, Beckenham, Orpington, and the impact of the disorder was felt to a lesser extent in wards such as Biggin Hill, Penge and Cator, Hayes and Coney Hall, Petts Wood and Knoll and Plaistow and Sundridge.

3.3 Monday night, 8 August 2011, saw the start of the rioting in Bromley Town Centre and beyond. The CCTV Room became aware of numbers of youths on the streets seen on camera and took a number of calls from local police asking the operators to survey various areas across the borough's high streets.

3.4 The first real trouble was recorded on CCTV at around 2100 hours outside MacDonald's in Market Square. The CCTV Control Room Manager (Contractor) who was at home at that point, heard what was happening in other areas of London on the news and contacted the Control Room. It was immediately apparent that the operators were being overwhelmed with calls. She made the decision to attend the Control Room at 11pm, so providing a third surveillance capability and remained there until 3am. She returned at 7am the following morning to begin downloading footage for the police. To date 2500 hours of footage has been taken away by police to try and identify suspects. A total of 57 properties were damaged as a result of the disorder mostly in Bromley Town Centre, Orpington, the Nugent Centre and Beckenham High Street.

3.5 Some businesses in the affected areas experienced low levels of damage to frontages, others were subject to serious loss of stock and equipment due to looting. Fortunately, none of the properties were damaged or destroyed by fire as a result of the disorder, but nonetheless the cost to the local business community is likely to run into several tens of thousands of pounds.

#### **3.6 Immediate Police Response**

3.7 Bromley police reacted with extreme bravery to contain the situation during Monday night, given that many of their riot trained officers were deployed in other parts of London as the scale of disorder experienced was not anticipated in Bromley. From Tuesday, the police operated with a much enhanced presence and quickly gained full control of the situation.

#### **3.8 Council Response**

3.9 At the Council, the decision was made to operate a limited Borough Emergency Control Room (BECC). A hot line was set up between the BECC and the Operations Room at Bromley Police Station so that at designated times of the day reports were fed into this unit which enabled a comprehensive picture to be built up of the affected parts of the borough and the extent of the rioting. Extended working hours were undertaken to keep pace with events and remain apprised of developments.

3.10 The Chief Executive, Emergency Planning Officer and a small team from Bromley were on call for London during the period of the disturbances. The Chief Executive taking up his role as CE or 'Gold' for all London Boroughs (on rotation with all other London CEs).

3.11 During Tuesday 9 August, the Council's Environmental Services people swiftly cleared up the resulting mess in the high streets. In addition, they worked closely with the police to identify

loose debris, street furniture and building materials that could potentially be used as missiles in any further disorder and arranged for these to be removed.

3.12 The Leader of the Council and the Portfolio Holder were kept fully apprised of the situation throughout and they quickly agreed that Ward Security patrols could be used to work alongside the police in the high streets to send out a strong message of support to Bromley businesses and provide a further visible uniformed presence on the streets.

3.13 Also, during Tuesday, rumours about further violence and looting, mostly unfounded, perpetuated a culture of fear and unrest across Bromley borough. People aware of the previous night's disorder across the borough, and the relative close proximity to even worse events in Croydon, gave rise to concerns for their safety. Rumours of further violence flourished and although they were totally groundless, people started to act on them. Council staff saw businesses (and in one case the car park in the Walnuts in Orpington) closing in their locality.

### **3.14 Emergency Planning and Communications**

3.15 It was against this background that the Emergency Planning Unit (EPU) in conjunction with the Chief Executive and Communications Executive were meeting twice daily (early morning and late afternoon) in order to build an accurate picture of what was happening within Bromley. Information was fed in through the hotline between the EPU and the Operations Room at Bromley Police Station at designated times of the day. This enabled an accurate overview of the affected parts of the borough providing up-to-date information as to the extent and detail of the rioting and looting for onward transmission to interested parties, notably businesses and Members.

3.16 Throughout these events regular communication was maintained from the Police and the Council through a wide network of partners to both give information about the ongoing situation and also provide reassurance that things were under control. This was especially important to counter the many and varied rumours that abounded in the early days of the disorder.

3.17 The EPU became the focal point throughout for managers seeking advice and for staff from other parts of the Council e.g. providing answers to questions concerning public transport.

### **3.18 Business Support**

3.19 The Director of Renewal and Recreation and the Town Centre Team supported by Communications compiled and hand delivered information to affected businesses immediately after the disorder and began planning an approach for on-going support. Since the riots a wealth of information for businesses has been put on Bromley Council's website for the benefit of the business community.

3.20 On 7 September a report went to Executive detailing the funding schemes announced by Central Government and the London Mayor and seeking approval for delegated authority to be provided to the Director of Renewal and Recreation to decide on details of the Council's support to assist businesses to recover from these events.

### **3.21 Facts and Figures (Bromley)**

- 2500 hours of CCTV footage in the hands of the police and 43 master tapes
- Experienced CCTV operators assisted police by obtaining close ups of perpetrators and vehicles used

- Up to date CCTV technology provided the highest possible quality images
- Suspects pictures from CCTV on the News Shopper website/police website and on large screens in the Glades during the weekend of 3-4 September
- 83 crimes were attributed to the riots
- 48 non-residential burglaries, but no robberies
- Suspects - 5 female and 127 male from varied backgrounds
- Arrested - 62 people, 21 bailed and 41 committed for trial
- The Courts have been robust
- Across London there were 75,000 suspects which will amount to three years of investigations.

#### 4. FINANCIAL IMPLICATIONS

There are no financial implications as the extra hours and other work associated with the disorder was dealt with under existing contract agreements.

<b>Non-Applicable Sections:</b>	Legal, Personnel
Background Documents: (Access via Contact Officer)	[Title of document and date]

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# Agenda Item 8

## LONDON BOROUGH OF BROMLEY

### STATEMENT OF EXECUTIVE DECISION

The Portfolio Holder for Public Protection and Safety, Councillor Tim Stevens J.P. has made the following executive decision:

#### **BUDGET MONITORING REPORT 2010/11**

#### **Reference Report:**

*Budget Monitoring 2011-12*

#### **Decision:**

That the latest 2011/2012 budget projection for the Public Protection and Safety Portfolio be endorsed.

#### **Reasons:**

The Resources Portfolio Plan for 2011/2012 includes the aim of effective monitoring and control of expenditure within budget and includes the target that each service department will spend within its own budget. The four year financial forecast report highlights the financial pressures facing the Council. It remains imperative that strict budgetary control continues to be exercised in 2011/12 to minimise the risk of compounding financial pressures in future years.

The proposed decision was scrutinised by the Public Protection and Safety PDS Committee on 26th July 2011 and the Committee supported the proposal.

.....  
Councillor Tim Stevens J.P.  
Portfolio Holder for Public Protection and Safety

**Mark Bowen**  
**Director of Resources**  
**Bromley Civic Centre**  
**Stockwell Close**  
**Bromley BR1 3UH**

**Date of Decision:** 2 August 2011  
**Implementation Date (subject to call-in):** 9 Aug 2011  
**Decision Reference:** PPS11009

## LONDON BOROUGH OF BROMLEY

### STATEMENT OF EXECUTIVE DECISION

The Portfolio Holder for Public Protection and Safety, Councillor Tim Stevens J.P. has made the following executive decision:

#### REVIEW OF LICENSING FEES

##### Reference Report:

*Review of Licence Fees*

##### Decision:

1. That the fees for Gambling Act 2005 licenses and permits are set at the level outlined in Appendix 1 of the report.
2. That other license fees are set at the level outlined in Appendix 2 of the report.
3. That the report be referred to the General Purposes and Licensing Committee on 28<sup>th</sup> September 2011 for information,
4. That the fees suggested in appendices 1 and 2 of the report be effective from 1<sup>st</sup> October 2011.

##### Reasons:

Charging the fees for the various licenses as suggested in appendices 1 and 2 of the report should result in around £25,000 additional income towards the cost of the Licensing Service. The Council only has control over approximately 25% of the license fee income budget; the remaining 75% is based on statutory fees. Statutory fees have not increased each financial year whereas budgets have increased in line with inflation. This has now led to a position where actual income is below budget. Any increase in income resulting from this decision will only be used to offset this shortfall.

The proposed decision was scrutinised by the Public Protection and Safety PDS Committee on 26th July 2011 and the Committee supported the proposal.

.....  
Councillor Tim Stevens J.P.  
Portfolio Holder for Public Protection and Safety

**Mark Bowen**  
**Director of Resources**  
**Bromley Civic Centre**  
**Stockwell Close**  
**Bromley BR1 3UH**

**Date of Decision:** 2 August 2011

**Implementation Date (subject to call-in):** 9 Aug 2011

**Decision Reference:** PPS11010

**LONDON BOROUGH OF BROMLEY**  
**STATEMENT OF EXECUTIVE DECISION**

The Portfolio Holder for Public Protection and Safety, Councillor Tim Stevens J.P. has made the following executive decision:

**REVIEW OF THE OUT OF HOURS NOISE SERVICE**

**Reference Report:**

*Review of the Out of Hours Noise Service*

**Decision:**

1. That following a review of the options for the provision of an out of hours noise service in Bromley, Option 3 be run for a period of six months with a view to being made permanent if successful.
2. That Option 2 be implemented if the trial for Option 3 proves unsuccessful.

**Reasons:**

The Council operates a 7 day per week, 24 hours per day noise service. The decision to introduce an 'out of hours' noise service was based on the duty implied under the Environmental Protection Act 1990 and the increased demand from both residents and the police out of hours. The potential savings for each of the Options are outlined in the report.

The proposed decision was scrutinised by the Public Protection and Safety PDS Committee on 26th July 2011 and the Committee supported the proposal.

.....  
Councillor Tim Stevens J.P.  
Portfolio Holder for Public Protection and Safety

**Mark Bowen**  
**Director of Resources**  
**Bromley Civic Centre**  
**Stockwell Close**  
**Bromley BR1 3UH**

**Date of Decision:** 2 August 2011  
**Implementation Date (subject to call-in):** 9 Aug 2011  
**Decision Reference:** PPS11011

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Report No.  
ES11121

London Borough of Bromley

**PART 1 - PUBLIC**

<Please select>

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**Decision Maker:** **Public Protection and Safety Policy Development and Scrutiny Committee**

**Date:** **20<sup>th</sup> September 2011**

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

**Title:** **COMMUNITY SAFETY BUDGET 2011-12**

**Contact Officer:** Claire Martin, Head of Finance  
Tel: 020 8313 4286 E-mail: [claire.martin@bromley.gov.uk](mailto:claire.martin@bromley.gov.uk)

**Chief Officer:** Nigel Davies, Director of Environmental Services

**Ward:** Borough Wide

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1. Reason for report

This report sets out the detail of the Community Safety Budget for 2011/12.

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2. **RECOMMENDATION(S)**

The PDS committee are asked to: -

2.1 **Comment on the contents of this report, and**

2.2 **Note that a further report will be submitted to the October Committee with details of budget reduction proposals to meet the decrease in Community Safety Grant due for 2012/13.**

### Corporate Policy

1. Policy Status: Existing policy. Building a Better Bromley
  2. BBB Priority: Safer Bromley.
- 

### Financial

1. Cost of proposal: N/A
  2. Ongoing costs: N/A.
  3. Budget head/performance centre: Community Safety
  4. Total current budget for this head: £524k controllable budget
  5. Source of funding: Existing revenue budget 2011/12
- 

### Staff

1. Number of staff (current and additional): 11.11 FTEs
  2. If from existing staff resources, number of staff hours: N/A
- 

### Legal

1. Legal Requirement: Statutory requirement. Each Local Authority area is required to operate a Community Safety Partnership (in Bromley, the Safer Bromley Partnership) under the Crime and Disorder Act 1998
  2. Call-in: Call-in is applicable
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Borough Wide
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.
2. Summary of Ward Councillors comments: N/A

### 3. COMMENTARY

- 3.1 The funding that has been available for the delivery of community safety services within Bromley has always been made up of a combination of core funding and grant received from Central Government. The majority of this grant funding has been provided for the purpose of generic community safety activity, most recently, the Safer, Stronger Communities Fund but has also included more specific grants such as that received for Preventing Violent Extremism. In addition, various members of the Safer Bromley Partnership have historically made contributions towards the budgets for specific posts e.g. Metropolitan Police and Primary Care Trust.
- 3.2 The Community Safety budget for 2011/12 is part funded by LBB resources £524,020 and part funded by the new Community Safety Grant (£227,200), with a contribution from the Metropolitan Police of £15,000. This new grant replaced what was previously the Safer, Stronger Communities Fund grant. This new funding is now allocated via the Greater London Authority (GLA) in preparation for the future creation of Police and Crime Commissioners. A summary of the Community Safety budget is shown below with further detail included in Appendix 1.

Budget Head	LBB Budget 2011/12	Grant Element 2011/12	Total 2011/12
<b>Staffing &amp; Associated Costs</b>	£	£	£
LBB funded staff (5.19FTEs)	224,640		<b>224,640</b>
Grant funded staff (5.92FTEs)		227,400	<b>227,400</b>
<b>Total Staffing Costs (11.11FTE)</b>	<b>224,640</b>	<b>227,400</b>	<b>452,040</b>
<b>Portfolio Holder Grants</b>			
Commissioning Youth diversion activities	84,000	0	<b>84,000</b>
Safer Neighbourhood Development Grants	43,000	0	<b>43,000</b>
Young Victims work	0	8,200	<b>8,200</b>
Portfolio Holders Fund - Operation payback	13,400	3,600	<b>17,000</b>
Portfolio Holder's Fund (Operational Budget).	84,780	0	<b>84,780</b>
<b>Total Grants</b>	<b>225,180</b>	<b>11,800</b>	<b>236,980</b>
<b>Crime Prevention/ Communications</b>			
Crime Prevention/ Communications	18,000	0	<b>18,000</b>
Safer Bromley Awards	12,000	0	<b>12,000</b>
<b>Total</b>	<b>30,000</b>	<b>0</b>	<b>30,000</b>
<b>Running Costs</b>			
Supplies and Services etc	45,810	3,000	<b>48,810</b>
	<b>45,810</b>	<b>3,000</b>	<b>48,810</b>
<b>Income</b>			
Home Office Grant - Community Safety Fund	0	(227,200)	<b>(227,200)</b>
Contribution from Metropolitan Police	0	(15,000)	<b>(15,000)</b>
Other contributions	(1,610)	0	<b>(1,610)</b>
	<b>(1,610)</b>	<b>(242,200)</b>	<b>(243,810)</b>
<b>Total Net Controllable budget</b>	<b>524,020</b>	<b>0</b>	<b>524,020</b>

- 3.3 In 2011/12, the decision was made by the GLA to simply 'passport' the grant allocations to each Borough based on previous years' allocation formula. Each local authority was required to submit a detailed spending plan for 2011/12 to the Mayor's Office for approval and there is a requirement for quarterly progress reports to be submitted to the GLA. The 2011/12 grant resources were 80% of the 2010/11 SSC fund and it is expected that the 2012/13 CS grant will be reduced by a further 50%, making the resultant grant 40% of the 2010/11 grant level. Members should note that a further report will be brought to the October meeting which will have details of budget saving proposals to meet the reduction in grant expected for 2012/13 in order to set a balanced budget.

3.4 Within the 2011/12 Community Safety budget there are a number of budgets that require the approval of the Portfolio Holder. These budgets are listed below: -

<b>Expenditure requiring Portfolio Holder Approval</b>	<b>2011/12 Budget £</b>	<b>Allocation agreed to date £</b>	<b>Balance of budget unallocated £</b>
Youth Diversion expenditure	84,000	38,031	45,969
Safer Neighbourhood Development grants	43,000	21,761	21,239
Portfolio Holder Fund grants	84,780	37,710	47,070
Crime Prevention expenditure	12,000	5,220	6,780
	<b>223,780</b>	<b>102,722</b>	<b>121,058</b>

3.5 **The Youth Diversion Budget** is used to provide individually tailored packages for young people identified as at risk of committing anti-social behaviour crime. This provision marks a departure from the previous approach of diversionary schemes where numbers of places were purchased on block and young people were referred to them. In these new proposals, referrals will be received from the Behaviour Services Team, Anti-Social Behaviour Unit, Targeted Youth Support Team the Youth Offending Service. Referrals will be assessed and, where existing provision is not available, individual packages will be purchased and monitored to divert the young people from criminal and anti-social behaviour.

3.6 **The Safer Neighbourhood Development Grants budget** is available for individual Safer Neighbourhood Panels for initiatives that meet the following criteria:

- Increase community re-assurance and promote the fact that Bromley is a safe place to live, work, learn and enjoy recreation
- Reduce the levels of crimes against the person
- Reduce the levels of crimes against property
- Reduce levels of youth crime and victimisation
- Reduce levels of anti-social behaviour and nuisance
- Reduce the problems caused by drug and alcohol use

3.7 **The Portfolio Holder Fund grants budget** is primarily for community groups seeking support for localised projects to reduce crime and disorder and to increase community engagement.

3.8 **The Crime Prevention budget** will enable the publication and distribution of guidance for members of the public and the delivery of specific crime reduction programmes e.g. reducing theft from vehicles, allotment watch etc.

3.9 Appendix 2 has the details of each of the four budgets above with expenditure to date as well as the allocation balance for each project approved to date.

#### 4. POLICY IMPLICATIONS

4.1 Reducing crime and disorder, providing reassurance and making Bromley safer are key elements of both Building a Better Bromley and the Safer Bromley Partnership's Strategic Assessment.

#### 4. FINANCIAL IMPLICATIONS

4.1 Financial implications are included in the body of the report and the attached appendices.

<b>Non-Applicable Sections:</b>	Legal and Personnel Implications
Background Documents: (Access via Contact Officer)	2011/12 Budget monitoring and Estimates files

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Community Safety Budget Summary 2011/12

	580601 - Community Safety Management & Support	580602 - Community Safety Fund	580603 - Anti - Social Behaviour Team	580619 - Community Safety Portfolio Holder	Total
	£	£	£	£	£
Employees	123,430	160,000	176,940	0	460,370
Premises	0	0	0	0	0
Transport	6,210	0	7,850	0	14,060
Supplies and Services	53,420	14,800	0	225,180	293,400
Third Party Payments	0	0	0	0	0
Income	Cr 1,610	Cr 242,200	0	0	Cr 243,810
<b>Controllable Budgets</b>	<b>181,450</b>	<b>Cr 67,400</b>	<b>184,790</b>	<b>225,180</b>	<b>524,020</b>
Supplies and Services - Insurance	0	0	0	0	0
<b>Non-Controllable Budgets</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Recharges In	568,100	67,400	0	0	635,500
<b>Total Cost of Service</b>	<b>749,550</b>	<b>0</b>	<b>184,790</b>	<b>225,180</b>	<b>1,159,520</b>
Recharges Out	Cr 3,880	0	Cr 67,400	0	Cr 71,280
<b>Total Net Budget</b>	<b>745,670</b>	<b>0</b>	<b>117,390</b>	<b>225,180</b>	<b>1,088,240</b>

**Public Protection  
Community Safety Management & Support**

**APPENDIX 1**

Budget Holder - Colin Newman

	<b>Revised Budget 2011/2012 £</b>
<b>Employees</b>	
Officers' Pay	115,100
Training Expenses	8,330
	<b>123,430</b>
<b>Transport</b>	
Staff Travelling Expenses	1,510
Car Allowances	4,700
	<b>6,210</b>
<b>Supplies and Services</b>	
Training Equipment & Materials	2,000
Printing & Stationery	7,230
Project Expenses - General	3,960
Project Expenses - Crime Prevention	12,000
Project Expenses - Safer Bromley Awards	12,000
Telephones - External	1,000
Rental of Mobile Phones/Pagers	2,300
Subsistence	500
Grants & Subscriptions	5,430
Publicity	6,000
Official Hospitality	1,000
	<b>53,420</b>
<b>Income</b>	
Contributions	Cr 1,610
	<b>Cr 1,610</b>
<b>SUB TOTAL CONTROLLABLE BUDGETS</b>	<b>181,450</b>
<b>Recharges In</b>	
Support Services (Services)	42,870
Administration Buildings	10,820
Computer Charges	41,470
Recharges In - Internal (ESD)	60,910
CCTV Recharges in to Community Safety	412,030
<b>SUB TOTAL RECHARGES IN</b>	<b>568,100</b>
<b>TOTAL COST OF SERVICE</b>	<b>749,550</b>
<b>Recharges Out</b>	
Support to Members	Cr 3,880
<b>SUB TOTAL RECHARGES OUT</b>	<b>Cr 3,880</b>
<b>TOTAL NET BUDGET</b>	<b>745,670</b>

**Community Safety Fund**

Budget Holder - Colin Newman

	<b>Revised Budget 2011/2012 £</b>
<b>Employees</b>	
Officers' Pay - Grant Funded	160,000
	<b>160,000</b>
<b>Supplies and Services</b>	
Purchase & Repair of Other Equipment - FF903 Operation Payback	3,600
Project Expenses - FF904 Young Victims Project	8,200
Project Expenses - FF905 Domestic Abuse Project	3,000
	<b>14,800</b>
<b>Income</b>	
Home Office Grant – Community Safety Fund	Cr 227,200
Contribution from Metropolitan Police Service	Cr 15,000
	<b>Cr 242,200</b>
<b>SUB TOTAL CONTROLLABLE BUDGETS</b>	<b>Cr 67,400</b>
<b>Recharges In</b>	
Recharge from Community Safety re ASBO's	67,400
<b>SUB TOTAL RECHARGES IN</b>	<b>67,400</b>
<b>TOTAL NET BUDGET</b>	<b>0</b>



**Public Protection  
Anti-Social Behaviour**

**Budget Holder - Colin Newman**

	<b>Revised Budget 2011/2012 £</b>
<b>Employees</b>	
Officers' Pay	109,540
Officers' Pay - Grant Funded	67,400
	<b>176,940</b>
<b>Transport</b>	
Car Allowances	7,850
	<b>7,850</b>
<b>SUB TOTAL CONTROLLABLE BUDGETS</b>	<b>184,790</b>
<b>TOTAL COST OF SERVICE</b>	<b>184,790</b>
<b>Recharges Out</b>	
Recharge ASBOs to Community Safety	Cr 67,400
<b>SUB TOTAL RECHARGES OUT</b>	<b>Cr 67,400</b>
<b>TOTAL NET BUDGET</b>	<b>117,390</b>

**Community Safety - Portfolio Holder**

**Budget Holder - Colin Newman**

	<b>Revised Budget 2011/2012 £</b>
<b>Supplies and Services</b>	
Grants & Subscriptions - Safer Neighbourhood Development Grants	43,000
Grants & Subscriptions - Youth Diversion Grants	84,000
Grants & Subscriptions - Portfolio Holder Fund Grants	84,780
Operation Payback expenditure	13,400
	<b>225,180</b>
<b>TOTAL CONTROLLABLE BUDGET</b>	<b>225,180</b>
<b>TOTAL NET BUDGET</b>	<b>225,180</b>

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**Youth Diversion Expenditure 2011/12 - £84,000**

<b>Project</b>	<b>Actual spend / commitments before 26 July</b>	<b>Bids approved since last PDS meeting</b>	<b>Current bids not yet approved</b>	<b>Remaining allocation</b>	<b>Total Allocation</b>
	£	£	£	£	£
Tailored diversionary activities agreed such as boxing, fishing, Duke of Edinburgh Award scheme	0	17,340	0	20,000	<b>37,340</b>
Bromley District Cricket coaching	551		0	0	<b>551</b>
Only Connect' - Interactive crime prevention workshops	140		0	0	<b>140</b>
<b>Total</b>	<b>691</b>	<b>17,340</b>	<b>0</b>	<b>20,000</b>	<b>38,031</b>

**Crime Prevention Expenditure 2011/12 - £12,000**

<b>Project</b>	<b>Actual spend / commitments before 26 July</b>	<b>Bids approved since last PDS meeting</b>	<b>Current bids not yet approved</b>	<b>Remaining allocation</b>	<b>Total Allocation</b>
	£	£	£	£	£
Junior Citizen Scheme	1,800		0	0	<b>1,800</b>
Sat Nav marking packs	3,420		0	0	<b>3,420</b>
<b>Total</b>	<b>5,220</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5,220</b>

**Portfolio Holder Fund Grants 2011/12 - £84,780**

<b>Project</b>	<b>Actual spend / commitments before 26 July</b>	<b>Bids approved since last PDS meeting</b>	<b>Current bids not yet approved</b>	<b>Remaining allocation</b>	<b>Total Allocation</b>
	£	£	£	£	£
Enough is Enough' - drug detection dogs	360	0	0	2,000	<b>2,360</b>
Best Bar None'	3,000	0	0	9,000	<b>12,000</b>
Safeguarding the Elderly	0	5,200	0	9,800	<b>15,000</b>
Premises Closure Orders	0	2,000	0	0	<b>2,000</b>
Annual fee for trader register	1,350	0	0	0	<b>1,350</b>
Contribution to Magistrates' Court Mock Trial Competition	0	300	0	0	<b>300</b>
YOT Triage Service - materials	0	3,872	0	0	<b>3,872</b>

**APPENDIX 2**

<b>Total</b>					
	<b>4,710</b>	<b>11,372</b>	<b>0</b>	<b>20,800</b>	<b>36,882</b>

**Safer Neighbourhood Development Grants 2011/12 - £43,000**

<b>Project</b>	<b>Actual spend / commitments before 26 July</b>	<b>Bids approved since last PDS meeting</b>	<b>Current bids not yet approved</b>	<b>Remaining allocation</b>	<b>Total Allocation</b>
	£	£	£	£	£
Cop Cards' - top trump cards with details of Safer Neighbourhood Team	1,811		0	0	<b>1,811</b>
Young Peoples Youth Shelter in Chislehurst	0	4,000	0	0	<b>4,000</b>
12 x hydro outdoor double-sided banners	2,034		0	0	<b>2,034</b>
Neighbourhood watch street signs/publicity	7,500		0	0	<b>7,500</b>
Smart water distribution in Clock House	0	3,055	0	0	<b>3,055</b>
Contribution to Community Engagement Events	0	1,500	0	0	<b>1,500</b>
Allotment Watch signs	762		0	0	<b>762</b>
Other Safer Neighbourhood project expenses	259	840	0	0	<b>1,099</b>
<b>Total</b>	<b>12,366</b>	<b>9,395</b>	<b>0</b>	<b>0</b>	<b>21,761</b>

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Report No.  
ES 11103

London Borough of Bromley

PART 1 - PUBLIC

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**Decision Maker:** Public Protection & Safety Portfolio Holder

**For Pre-decision scrutiny by the Public Protection & Safety  
PDS Committee on 20th September 2011**

**Date:** 20 September 2011

**Decision Type:** Non-Urgent Executive

**Title:** REVIEW OF THE FOOD SAFETY TEAM

**Contact Officer:** Paul Lehane, Head of Food, Safety & Licesning  
Tel: 020 8313 4216 E-mail: paul.lehane@bromley.gov.uk

**Chief Officer:** Nigel Davies - Director of Environmental Services

**Ward:** N/A

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1. Reason for report

To provide details of the review of the Food Safety function in support of the Cabinet's decision to action the policy options outlined in the Organisational Improvement group's review of the Public Protection Division.

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2. **RECOMMENDATION(S)**

**The Portfolio Holder is asked to: -**

**1. Note review of the Food Safety Team**

**2. Decide which of the two budget saving options should be implemented from the Food Safety Team operating budget.**

### Corporate Policy

1. Policy Status: N/A.
  2. BBB Priority: Safer Bromley. Excellent Council
- 

### Financial

1. Cost of proposal: Estimated cost Option 1 Cr £32,850 or Option 2 Cr £57,760 to Cr £77,280
  2. Ongoing costs: Recurring cost.
  3. Budget head/performance centre: Food Safety Team
  4. Total current budget for this head: £344k
  5. Source of funding: Existing Revenue Budget 2011/12
- 

### Staff

1. Number of staff (current and additional): 7.9ftes
  2. If from existing staff resources, number of staff hours:
- 

### Legal

1. Legal Requirement: Statutory requirement.
  2. Call-in: Call-in is applicable
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected):
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.
2. Summary of Ward Councillors comments:



### 3. COMMENTARY

- 3.1 In May 2011 the findings of an 'Aligning Policy and Finance' review carried out by the Organisational Improvement Team was presented to Cabinet which recommended among other things that the Food Safety function be subject to a review with the aim of saving operating costs.
- 3.2 A review was undertaken by Paul Lehane (Head of Food, Safety & Licensing) and Clive Davison (Assistant Director Public Protection) with the assistance of the Team Coordinators.

#### BACKGROUND INFORMATION

- 3.3 The Food Safety service includes:
- Inspections (food hygiene, food standards and, health and safety "hazard spotting") of food businesses and enforcement action to ensure that food manufactured, prepared and sold is safe and properly labelled, to remove illegally imported and counterfeit food from sale, and to remove health and safety hazards.
  - The monitoring and investigation of infectious diseases in partnership with the South East London Health Protection Agency. The Team Acts as the 'Proper Officer' under The Public Health (Control of Disease) Act 1984 and 2010 regulations (see committee report ES 10199/ Executive minute 161 2 February 2011).
  - The investigation of complaints concerning food premises, food products or allegations of food poisoning.
  - Alerting businesses of food safety hazards, via newsletters/letters/phone calls.
  - Planned and reactive sampling of foods manufactured prepared or sold within the Borough to ensure legal requirements are being met
  - Advice to proposed food businesses and training of caterers in management systems.
  - Promotion of healthier eating (e.g. fast food catering practices) funded by Bromley PCT.

#### **Legal Framework**

- 3.4 The Council, in its capacity as Food Authority has statutory duties to enforce legislation relating to food. The Food Standards Agency, an independent government department, has recently issued guidance about these statutory duties in light of the increasing financial pressure on councils. (See Appendix 1 attached) The Agency or Secretary of State may give a Food Authority a direction requiring them to take any specified steps in order to comply with their statutory functions in relation to food. **The Secretary can also order that the statutory functions of a Food Authority be carried out by the Secretary of State or the Food Standards Agency and not by the Food Authority.**
- 3.5 The Food Standards Agency has also issued a Code of Practice which sets out how Food Authorities in England and Wales should work, the key points of which are:
- **Food Hygiene and Food Standards interventions/Inspections**

Food hygiene and standards inspections/interventions should be determined by a rating scheme and assessment criteria. The frequency of inspections/interventions ranges from 6 months for high risk premises (category A), to 24 months for (category D) premises. Low risk (category E) premises are not included in the intervention programme but must be subject to an

alternative intervention strategy/ intervention, every 3 years for food hygiene. Very low risk premises are placed outside of the inspection programme. Inspections/Interventions are required to take place within 28 days of their due date. New unrated premises or premises with a change in ownership are also required to be inspected within 28 days of registration with the Food Authority.

- **Qualifications & Competency**

Food Officers must be authorised in writing and must be suitably qualified, experienced and competent. Minimum levels of qualification, post-qualification experience needed to undertake formal enforcement actions is set out together with the minimum level of post qualification training required per year to maintain competency in food law enforcement.

Environmental Health Officers are qualified to carry out the full range of food work once suitably experienced in food law enforcement. This includes serving Hygiene Improvement, Hygiene Emergency Prohibition, and seizure and detention notices. 2 years post qualification experience in food law enforcement is required before food officers can enforce Emergency Prohibition procedures which may result in premises being closed on the spot. Officers inspecting specialised or complex processes must receive additional training and demonstrate their competency.

Food officers holding the Higher Certificate in Food can inspect all categories of food business but currently can not be authorised to seize or detain food or carry out Emergency Prohibition procedures. Food officers holding the Ordinary Certificate in Food can not be authorised to inspect high risk category A & B premises, seize or detain food or carry out Emergency Prohibition procedures.

All food officers must undergo at least 10 hours of post-qualification training per year to maintain competency in food law enforcement.

Contracted or temporary staff must meet the same minimum qualification, experience and competency requirements.

- **Sampling**

Effective routine food sampling is seen as an essential part of a food service and the council is required to publish a sampling policy. Food samples can be taken for the purposes of surveillance, monitoring, providing advice to food Businesses and to pursue legal action where an offence has been committed. The code of practice states that the council (Food Authority) should commit sufficient resources to carry out its food sampling programme. The Bromley Food Team currently participates in, National, pan London and local sampling surveys and have the flexibility to respond to emerging issues.

- **Food Hazards & Alerts**

The Food Standards Agency notifies the council (Food Authority) of food alerts involving food hazards or incidents, specifying the actions that must be taken including acting outside of office hours, if required.

- **Monitoring**

The Food Standards Agency closely monitors the performance and standards of councils via the Local Authority Enforcement Monitoring System, a web based system for reporting food enforcement activities. The Food Standards Agency also audit councils and publish reports including action plans. The FSA audited 40 councils (Food Authorities) in 2010, 5 of which were London Boroughs. Comments raised from audits of the London Food Authorities include failure

to assess service demands and estimate resources needed, insufficient staff to carry out the food law service, overdue food inspections, unrated premises, revisits not carried out in a timely fashion, complaints about food premises not investigated in a timely fashion, insufficient internal monitoring of the food service activities, insufficient officer training to maintain competency.

3.6 The Food Safety Team currently consists of 6.5 fte Environmental Health Officers, 0.5fte Technical Officer and 0.92fte Administrative Officer.

3.7 Under the Food Standards Agency Code of Practice all food businesses are risk rated at each inspection and then subject to periodic inspections. The table below sets out the 2011/12 inspection programme

Risk Category	Inspection frequency	No. of food premises as at 01.04.11	No. of inspections due from 01.04.11 to 31.03.12.
Category A risk	6 months	3	6
Category B risk	12 months	168	168
Category C risk	18 months	991	718
Category D risk	24 months	274	162
Category E risk	36 mths or Alternative Enforcement Strategy and 10% at 36 mths	272	9 +Alternative Enforcement Strategy
Unrated risk	Awaiting inspection	55	55
Outside Programme	Too low risk to warrant inspection.	273	-
Total		2036	1118

In addition, about 10% of food businesses change ownership every year and warrant new inspections. Members should note that premises not inspected at the appropriate time do not then fall outside the scheme. If the inspections due in any one year are not achieved, they roll-over to the next year's inspection programme.

3.8 In 2010/11, the team carried out 960 food hygiene inspections and 498 follow-up visits, issued 817 schedules of improvement / formal notices, responded to 540 Service Requests, submitted 108 food samples for analysis, trained 84 caterers in the FSA's Safer Food Better Business management system, responded to 500 notifications of infectious diseases, of which 76 cases and 3 outbreaks of food poisoning and were investigated, carried out 774 health and safety "hazard spotting" inspections, carried out a healthier frying practices project, funded by Bromley PCT.

3.9 In the last 6 years, the team has dealt with 5 major food poisoning outbreaks:

- Hayes Primary School: Outbreak of E. Coli O157 in which affected 43 children and resulted in the temporary closure of the school.
- Chapter One: Outbreak of Salmonella which affected 15 customers and resulted in a successful prosecution.

- Cannock House Nursery: Outbreak of Salmonella which affected 139 children and resulted in a successful prosecution.
- Bulls Head: Outbreak of Campylobacter which affected 29 guests at a wedding reception and resulted in a successful prosecution.
- Contract Caterer: Outbreak of Campylobacter at a private party linked to a caterer based in L.B. Lewisham. This resulted in successful prosecution of caterer for obstruction of LB Bromley officer when investigating the outbreak.

3.10 As a consequence the fatal E.coli food poisoning outbreak in Wales in 2005 councils are being requested by the Food Standards Agency to audit the written hazard analysis systems of food businesses. This is time consuming for Food Safety Officers particularly as many businesses have yet to implement such systems and require considerable support and guidance.

3.11 The Food Safety team have recently had some high profile prosecutions such as a fingernail and piece of finger found in salad (Pizza Express) and the Illegal slaughter of sheep. The team are currently preparing three prosecution cases. Two involving food businesses where severe rodent / cockroach infestation were found along with very poor hygiene standards. One of which was subject to an Emergency Closure procedure. The third case involves a large retailer where a foreign body was sold in a loaf of bread.

## **SAVINGS OPTIONS**

### **3.12 Option 1a - Reduce the Admin Support - Total savings £27,170**

The team has an establishment of 0.92 fte administration support but have been operating with with 0.42fte (15hrs) since December 2009 when the holder of post No 001052 retired and the post was frozen. This post could be deleted from the establishment with a saving of £10,340.

The remaining admin post 0.5 fte No 001049 became vacant in July 2011 and could also be deleted, offering a further saving of £16,830. Essential administration covering infectious disease notifications will have to be carried out by the remaining divisional administrators.

#### Risks for Option 1a.

Admin support has already been reduced to the minimum with the freezing of post No 001052. The current level of admin support provides a first point of contact and advice, processing food registration applications and infectious disease notifications. If these posts are cut the functions will have to be undertaken by qualified staff impacting on their inspections and complaint investigations. Alternatively, these functions will have to be incorporated into the Licensing Support functions which is already operating at capacity following the deletion of one post in April 2011.

### **3.13 Option 1b - Reduce the Food Sampling and Analysis Budget - Total savings £5,680**

The Team responds to complaints about food manufactured, prepared or sold in the Borough and they also support National, Regional and local coordinated sampling. There is currently a budget allocation of £11,680 for the analysis of food complaints and purchase and analysis of samples.

Having reviewed the current approach to the investigation of complaints and our participation in the sampling surveys, it is suggested that a minimal service could be offered with a budget of £6,000.

### Risks for Option 1b.

The option offers a minimal risk, as we retain a capacity to respond to complaints and participate in selected sampling programmes. This option does not affect our ability to respond to outbreaks of food poisoning as any analysis required as part of an outbreak is undertaken by the Health Protection Agency specialist laboratories free of charge.

### **3.14 Option 2 – Option 1 plus the reduction of the number of Food Safety Officers – Total Savings between £57,760 and £77,280**

There are currently 6.5 fte posts occupied by qualified EHOs and 1 technical Officer (0.48 fte). Each officer has an inspection work load based on 155 inspections (pro rata for the those who are less than 1fte). This has been compared with the staff / workload / performance for other local Boroughs which is set out in the table. In addition each member of staff will respond to complaints and investigations of Infectious diseases,

If Members wish to pursue further savings then this could be achieved by the deletion of a Food Safety Officer post. Within this option there are two possibilities

1. One Full time qualified Environmental Health Officer saving between £38,800 - £44,430
2. Post No 001006. A part time fully qualified and very experienced Environmental Health Officer / Co-ordinator. Saving £24,910

Borough	Total number of Food Businesses	% of Inspections achieved	% Broadly Compliant (2 stars or higher)	Written Warnings	Food Inspectors (fte)	Admin Staff
Croydon	2949	83.1	80.05	176	9	
Bromley	1984	92.96	85.78	610	6.98 (Including Infectious Disease control)	.98
Greenwich	1885	79.49	83.96	495	13 (but the team also covers health and Safety )	
Lewisham	1765	87.24	73.72	229	8	0.5 fte
Bexley	1297	85.90	79.8	26	4.0 (Excluding Infectious Disease control)	Shared with Trading Standards

## Risks for option 2.

The deletion of a Food Safety Officer post will have a significant impact on front line services. The number of high risk food safety inspections will be cut by 155 for a full time officer or 53 high risk for a part time Food safety Officer. These figures will grow year on year. There would also be a consequential reduction in the number of complaints and food poisoning cases that could be investigated. As such this option will result in a reduction in our capacity to meet statutory responsibilities.

Members will need to be mindful of the 'Reputational' risk associated with reducing our ability to undertake routine preventative inspections and respond to complaints and investigate outbreaks. Tandridge District Council is currently facing a legal challenge following the E Coli outbreak at Godstone animal petting farm where it is alleged the Council failed to respond promptly.

The inspection shortfall will accumulate year on year as the Food Standards Agency currently requires us to inspect all of the businesses due in any one year and to carry over any that are not inspected. Predicted Inspection shortfall forecast

Year	Full time Food Safety Officer	Part time food safety Officer
2012 -2013	155	53
2013 -2014	310	106
2014 - 2015	465	159
2015 - 2016	620	212
2016 - 2017	775	265

If option 2 were to be implemented in addition to option 1 (deleting admin support) the impact on front line services (inspections, complaints / investigations) is likely to be greater as the remaining Food Safety Officers are likely to be assisting with essential administration duties as well.

## 4. FINANCIAL IMPLICATIONS

- 4.1 The current budget for the Food Safety Team is £344k.
- 4.2 Sections 3.12 to 3.14 of this report provides the detail of two options for potential savings for the food safety service.
- 4.3 Option 1 will result in savings of £32,850 from the deletion of 0.92fte administration support and a reduction of the food sampling and analysis budget.
- 4.4 Option 2 will result in savings of between £57,760 and £77,280 from the combination of Option 1 plus the reduction of one food safety officer post.

## 5. LEGAL IMPLICATIONS

The Council is the Food Authority and has statutory duties to enforce food related legislation and Infectious disease. Options 1 a and 1b have a minimal impact on the performance of these functions. Option 1b will result in a reduction in our capability but would not prevent us from

meeting the minimum requirements. Option 2 will result in a reduction in our capacity to meet statutory responsibilities.

## 6. PERSONNEL IMPLICATIONS

Option 1 involves the deletion of 2 posts (No 001052 and No 001049). As both posts are currently vacant there are no direct personnel implications, but the work undertaken by these post will have to be covered by other officers.

Option 2 would result in the redundancy of one person.

<b>Non-Applicable Sections:</b>	<b>POLICY IMPLICATIONS</b>
Background Documents: (Access via Contact Officer)	[Title of document and date]





To: Heads Service in all local authorities in England

26 July 2011

Dear Colleague,

**Local Authorities' duty to investigate and manage incidents and outbreaks of foodborne illness at food establishments**

It is recognised that local authorities investigate many cases of foodborne illness each year and in doing so work closely with health professionals and the Agency to protect food safety and prevent further spread of illness. However we are aware that at a time of severe financial constraint and reductions in the budgets of local authorities, the allocation of resources is continually being reviewed and this area of service delivery is under scrutiny in some local authorities.

The Agency would like to take this opportunity to make its position clear and advise Heads of Service of the statutory duties and functions which are the basis for requiring such important investigative activities to continue.

It is the role of the Environmental Health Practitioners (EHPs) to protect the public from food poisoning, including serious diseases and longer-term health implications such as those resulting from E.coli and Salmonella outbreaks. There is a legal and professional duty of care for the EHPs working within the field of food safety to investigate cases of food poisoning and notifications of suspected food poisoning in order to prevent further cases and to ensure that any food handling issues that led to them are addressed. Local authorities also have a responsibility to enforce the legal requirement that any food placed on the market by a food business operator must be safe to consume. They can only properly meet this responsibility by continuing to investigate cases of food poisoning.

The statutory requirement on a local authority to enforce and thereby investigate an incident is contained generally within the requirements of the Food Safety Act 1990, and in particular, Section 6(2) of that Act which states:

- *Every food authority shall enforce and execute within their area the provisions of this Act with respect to which the duty is not imposed expressly or by necessary implication on some other authority.*

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London WC2B 6NH  
T 0207 276 8503  
Nathan.philippo@foodstandards.gsi.gov.uk



In addition, the Food Law Code of Practice, places the following requirements upon local authorities in relation to discharging its duties in relation to the handling of incidents and food hazards.

- *Section 1.7.3: Food Authorities should set up and implement a documented procedure for dealing with food incidents that are identified within their area.*
- *Section 1.7.6: Food authorities should consider the activation of their outbreak control plan during an outbreak of foodborne illness.*
- *Section 1.7.7: Food authorities should immediately carry out an assessment to determine the likely scale, extent and severity of the risk to public health once a food hazard has been identified.*

In respect of the requirement to investigate an incident arising locally the Code requires under section 4.1.5.2.5 that:

- *Where new information arises, in the case of a justified complaint or unsatisfactory sampling result, the Food Authority should consider whether it is appropriate to conduct an inspection, partial inspection or audit to investigate the matter.*

In respect of diverting resources from the existing intervention plan to undertake activities that are not as a result of a localised incident the Code requires under section 4.1.7 that :

- *Where such a situation arises the Agency may (by means of a communication issued in accordance with Section 2.2.2) require Food Authorities to take specific action. Food Authorities are required to have regard to and to act on, any such communication.*

We trust the above provisions clarify your statutory responsibility to investigate any potential source that may cause outbreaks, and in turn your continuing duty to investigate and manage those incidents of foodborne illness.

We hope the content of this letter will help support local authorities when faced with resourcing issues as there are clear statutory duties that they must fulfil.

Yours faithfully,

Nathan Philipppo

Report No.  
ES11039

London Borough of Bromley

Agenda  
Item No.

PART 1 - PUBLIC

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**Decision Maker:** Public Protection and Safety Policy Development and Scrutiny Committee

**Date:** 20/09/2011

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

**Title:** UPDATE on LBB MENTORING SCHEME

**Contact Officer:** Jim McGowan, Head of Environmental Protection  
Tel: 020 8313 4651 E-mail: jim.mcgowan@bromley.gov.uk

**Chief Officer:** Nigel Davies, Director of Environmental Services

**Ward:** Boroughwide

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## 1. REASON FOR REPORT

- 1.1 This report sets out information on the Mentoring scheme, which was agreed by Members of the Executive on 6<sup>th</sup> April 2011
- 

## 2. RECOMMENDATION(S)

- 2.1 The Policy Development and Scrutiny Committee is asked to note the detail of the Mentoring scheme together with proposals for its continuation and development and request that a further report be brought back to Members at the end of the financial year with details of budget expenditure and outcomes achieved.

### Corporate Policy

1. Policy Status: Existing policy. Building A Better Bromley, Portfolio Plan for Public Protection and Safety 2008, Bromley Community Safety Strategy 2008-2011
  2. BBB Priority: Safer Bromley.
- 

### Financial

1. Cost of proposal: Estimated cost £138k for the period 2011/12 to 2013/14
  2. Ongoing costs: N/A.
  3. Budget head/performance centre: Earmarked Reserve for 'Preventing Violent Extremism'
  4. Total current budget for this head: £138k
  5. Source of funding: Prevent Area Based Grant for 2010/11
- 

### Staff

1. Number of staff (current and additional): N/A
  2. If from existing staff resources, number of staff hours: N/A
- 

### Legal

1. Legal Requirement: Non-statutory - Government guidance. Preventing Violent Extremism (Prevent), Call to End Violence Against Women and Girls: Action Plan (Home Office)
  2. Call-in: Call-in is not applicable.
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): All Bromley Residents
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.
2. Summary of Ward Councillors comments:

### **3. COMMENTARY**

- 3.1 This report details the expenditure, progress and development of the Bromley mentoring scheme.
- 3.2 On 6<sup>th</sup> April 2011, the Executive agreed recommendations to allocate £46k per annum for three years to support a Safer Bromley initiative i.e. the LBB mentoring scheme, using money from the Prevent grant. The mentoring scheme was also supported by the Safer Bromley Partnership on the 24<sup>th</sup> March 2011 and by the Public Protection and Safety PDS Committee on 22<sup>nd</sup> March 2011.
- 3.3 The mentoring scheme is an area of targeted support for young people and refers to the recruitment, “matching” and management of volunteer mentors for young people within the borough. Having identified groups of young people who are assessed as at risk of developing criminal or anti-social behaviour, the support for mentoring is premised on the understanding that targeted support will act as a positive diversion for young people and reduce incidents of criminal and anti-social behaviour. See Appendix 1 for more details of the scheme.
- 3.4 The work to develop options in relation to mentoring identified the provision of a service within the Council under the management of the Education Business Partnership within the Children and Young People Department. This service is responsible for delivering a programme of mentoring, with approved provider status, across a range of services working with young people including social care and education. The draft programme is to provide a targeted service to young people who have come to the attention of the Youth Offending Services (YOT) within the borough and those who have been referred to the Council’s Anti Social Behaviour Unit. The recruitment of a member of staff and the expansion of the numbers of both mentors and mentees has progressed since the inception of the scheme.
- 3.5 Funding was linked to an identified increase in the number of mentors recruited and the number of young people benefiting from the service. The starting point was seventeen mentors and twelve who had applied and needed training, CRB checks etc., thus totalling 29. Initially, this involved contacting all of these to see who had received previous training, those who had completed CRB checks and if they were still interested in being mentors as they hadn’t heard from the YOT for some time. The end result was 21 mentors were still interested and available to the YOT, 6 mentors subsequently attended YJB Foundation training in July and a further 12 mentors are awaiting basic Bromley Mentoring Initiative training in September and YJB Foundation Training, when YOT has available dates. There are also 11 applications currently in the process i.e. applications have been received and references being taken up, prior to their training. This gives a total of 29 mentors (fully screened and trained) available with a further 23 potentially available in October (dependant on YOT training dates).
- 3.6 There has been a slow take up of the service by young people, due primarily to the launch of the scheme coinciding with the school Holidays, which always leads to a drop in anti social behaviour (ASB) referrals. This coupled with the fact that the serious Public disorder which occurred in August led to ASB referrals from Police dropping drastically as heavy Policing demands existed across the whole of London. At present there have only been six referrals to the scheme, with four from the YOT and two from the ASB Unit. However, policing in the Borough is returning to normal which should lead to an increase in referrals.
- 3.7 The Metropolitan Police Service is also reviewing the Safer Neighbourhood Teams (SNTs) and discussions have already taken place to start joint targeted work around ASB with the SNTs and around targeted individuals and areas. This is also likely to lead in an increase in Anti social Behaviour Contracts and subsequently referrals for the Mentoring scheme.

- 3.8 In September the new school term commenced. This statistically leads to an increase in anti social behaviour and a consequent increase in referrals to the Mentoring scheme.
- 3.9 The ASB unit and the Behaviour Service from the YOT are developing a joint mentoring and targeted Youth support plan around young people who are starting to show criminal or anti social behavioural problems and this will be aimed at year 6 students who have been identified by the Behaviour Service. Each young person will be offered Mentoring as part of the intervention package.
- 3.10 The focus of the project is on those young people most at risk of developing criminal and anti-social behaviour with an emphasis on providing positive diversionary interventions.
- 3.11 As part of the ongoing project delivery, a business case is being developed within the first six months of the project to achieve trust status that will enable access to alternative funding sources on the basis of charitable status.
- 3.12 The management of the project is delivered under the governance of the existing steering group for Mentoring Services, facilitated by Jane Belding in the Children and Young People's Department.
- 3.13 Mentoring is a service that meets a number of the key elements of the Council's Building a Better Bromley agenda and the Government's Big Society agenda and in particular, the capacity to support mainstream voices and increase resilience of our communities. In addition, the delivery of mentoring services will support vulnerable individuals and address grievances.

**4. POLICY IMPLICATIONS**

- 4.1 Reducing crime and disorder, providing reassurance and making Bromley safer are key elements of both Building a Better Bromley and the Safer Bromley Partnership's Community Safety Strategy 2008 – 2011.

**5 FINANCIAL IMPLICATIONS**

- 5.1 On 6<sup>th</sup> April 2011, the Executive agreed to set aside the 2010/11 Prevent Area Based Grant £138k in an earmarked reserve to fund the mentoring scheme to help Prevent Violent Extremism over a period of three years from 2011/12. It is expected that an amount of £46,000 will be drawn down each financial year for the scheme which is managed by the Children and Young People Department.
- 5.2 It is proposed that a report should be brought back to Members at the end of the financial year with details of how this money has been spent and what outcomes have been achieved.
- 5.3 In relation to future funding, the recipients are clear that the commitment of funds, outlined in the proposals, are no guarantee of future funding. To maximise the sustainability of the mentoring project, the providers have been tasked with establishing trust status that would enable access to charitable funding in the future.

<b>Non-Applicable Sections:</b>	Legal Implications, Personnel Implications

## Appendix 1

### The Bromley Mentoring Initiative

#### A Brief Guide for Young People

##### What is Mentoring?

- It is a partnership between two people that gives you the opportunity to have regular meetings with an adult from a local business and/or member of the community. You can talk about anything that is important to you. This might include school, college, your life outside school or college, your future plans and/or any difficulties.

##### What is the Mentor there for?

###### A mentor is there to:

- Give you encouragement and develop your confidence
- Listen to you and discuss anything you feel is important
- Discuss possible solutions to any difficulties and help you decide what would be the best thing for you to do
- Give you the benefit of their experiences of work and life, which can widen your personal knowledge and skills.

###### A mentor is NOT there to:

- Take the place of your parents or teacher
- Tell you what to do with your life
- Sort your problems out by doing things or making excuses for you!

##### What do you have to do?

It's important that you try your best to attend each meeting with your mentor and, if you can't, then let the co-ordinator know so your mentor can be told. Meetings will be arranged between you both in advance.

During the meetings, you or your mentor may agree certain things that you will try to do before the next meeting. If you make an agreement, please try to keep it. The mentor will do the same.

During the programme, you will be asked for your opinion on it. This is important so that we can see if it is successful and decide if changes are needed to improve it. You should be honest when you are asked for your opinion. It is important to be honest with your mentor - don't say things you think they want to hear, tell them how you really feel and think.

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##### Other important points

Anything you discuss with your mentor will be confidential between the two of you. Your mentor will not gossip about you to anyone. However, it is important for you to know that in certain instances, if your mentor is concerned about harm or potential harm to yourself or others, they must discuss these things with the school, or organisations you are involved in, in order to help you. They will not do this without telling you first.

Remember: it takes time to feel comfortable with a new person. You might feel nervous at first, and so might your mentor! So, give it plenty of time and don't worry if it takes a couple of meetings before you feel relaxed.

##### A Mentor Might Help Me

- With encouragement to become more confident
- to get myself organised
- with time management
- to improve my school/college or other work
- with advice for my course, and/or exams and/or future career

- to understand how businesses work
- to communicate effectively and develop life related skills

### What My Mentor Might Ask Me

- "What do you want to be good at?"
- "What do you do outside school/college?"
- "What do you like/dislike about school/college?"
- "Which subjects do you enjoy?"
- "Why did you volunteer to be in the mentoring scheme?"
- "How can I best help you?"
- "What sports do you play or watch?"
- "What sorts of music do you listen to?"
- "Do you have a computer?"
- "How many people are there in your family?"

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### Questions for My Mentor

- "What work do you do?"
- "What qualifications did you need?"
- "What is your work like?"
- "What other jobs do people do where you work?"
- "What did you do after school, before you got this job?"
- "Have you done any other jobs or lived anywhere else?"
- "How big is your family?"
- "Why did you volunteer to be my mentor?"
- "What do you do in your spare time?"
- "What would you like to know about my school/courses I am doing?"
- "What would you like to know about me?"

### Rules of the Programme

- Do inform your mentor in plenty of time if you cannot make a meeting.
- Do be on time - the mentor's time is as valuable as yours.
- Keep a timetable of when you are going to meet.
- Don't arrange to meet your mentor without the knowledge of the programme coordinator.
- Assess yourself and what you are gaining during the programme.
- Keep the programme co-ordinator informed of future or cancelled meetings
- Make sure the mentor knows what you need from him/her.
- Do not swop home phone numbers/addresses.
- Remember the confidentiality rules.
- Remember you can always withdraw from the programme at any time.
- **IMPORTANT** – mentoring is for smart people who recognise the benefits, want to extend their knowledge and expand their personal and professional development, network and improve their employability and life chances – it is not simply for people with problems!

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### The Benefits of Mentoring

- Mentoring benefits all involved:
- Young people
- Raised self esteem, concept and confidence
- Increased motivation and encouragement
- Educational, career and personal advice and guidance
- Improved communication and interpersonal skills



- Improved problem solving skills
- Mentors
- Developed awareness of, and contribution towards, the community
- Improved communication and listening skills
- Developed problem solving skills
- Knowledge that they may have helped a young person through a critical stage of their life
- Businesses
- Raised awareness of the company, it's products and services in the local community
- Opportunities for staff training and development
- Recruitment opportunities
- Promotion of the business to current and future customers
- Community
- Better relationships and understanding all round

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### **The Next Steps**

- If you recognise the benefits of mentoring and want to take part you will now:
- Be matched to a suitable mentor
- Meet your mentor on a twice - monthly basis for approximately one hour

If you want to find out more information contact:

Jane Belding

Bromley EBP

Education Development Centre

Church Lane, Princes Plain

Bromley BR2 8LD

Tel: 020 8461 6240

Email: [jane.belding@bromley.gov.uk](mailto:jane.belding@bromley.gov.uk)

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# Agenda Item 10

Report No.  
Please obtain  
a report  
number

London Borough of Bromley

PART 1 - PUBLIC

<Please select>

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**Decision Maker:** PUBLIC PROTECTION AND SAFETY POLICY,  
DEVELOPMENT & SCRUTINY COMMITTEE

**Date:**

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

**Title:** ADULT SAFEGUARDING - IMPACT OF WORK CARRIED OUT  
BY PUBLIC PROTECTION & SAFETY TEAMS

**Contact Officer:** Rob Vale, Head of Trading Standards  
Tel: 020 8313 4785 E-mail: rob.vale@bromley.gov.uk

**Chief Officer:** Nigel Davies, Director Environmental Services

**Ward:** All wards

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1. Reason for report

This report provides members with an overview of the work carried out by Public Protection and how it impacts older and vulnerable adults in our community. A schedule of some of the main areas of our work which impacts directly on older residents is attached in Appendix 1.

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2. **RECOMMENDATION(S)**

**PDS Committee Members are asked to:**

1. Comment on the contents of the report and indicate areas of work they would like presented on 25<sup>th</sup> October 2011

### Corporate Policy

1. Policy Status: Existing policy.
  2. BBB Priority: Supporting Independence.
  3. Public Protection and Safety Portfolio Plan 2011-2012
- 

### Financial

1. Cost of proposal: N/A
  2. Ongoing costs: N/A.
  3. Budget head/performance centre: Public Protection & Safety Portfolio
  4. Total current budget for this head: £3.7m
  5. Source of funding: Existing revenue budget 2011/12 plus £5,000 has been provided by the Portfolio Holder for Public Protection and Safety for Trading Standards activities as identified within the report.
- 

### Staff

1. Number of staff (current and additional): 59
  2. If from existing staff resources, number of staff hours:
- 

### Legal

1. Legal Requirement: Statutory requirement.
  2. Call-in: Call-in is not applicable.
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): The overall aim of the service is to work towards informed and confident residents and the protection of vulnerable adults through advice and education, intervention and investigation. Advice and education packs will be delivered to 3000 older consumers through organised events with the aim of helping them feel safer in their own home.
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.
2. Summary of Ward Councillors comments:

### **3. COMMENTARY**

#### **Background**

- 3.1 The Safeguarding Adults agenda is deliberately broad and challenges local authorities and its partners to reduce and prevent vulnerable members of our communities from becoming victims of crime, harm and abuse.
- 3.2 Safeguarding is about making people aware of their rights, protecting them and preventing abuse, whether it is through the disruption and apprehension of bogus builders by Trading Standards, raising awareness of domestic violence through the Community Safety team or through the co-ordination and development role of the Bromley Safeguarding Adults Board.
- 3.3 The London Borough of Bromley has one of the lowest levels of crime in London and one of the highest proportions of residents who feel the borough is a safe place to live. Through the Safer Bromley Partnership there are demonstrable links with a range of partners including police and voluntary sectors which provide for low levels of crime and anti-social behaviour. Bromley also has the largest number of older residents of any London Borough (according to the 2001 census) and this can in itself present a unique set of challenges.
- 3.4 In particular, older consumers are more likely to be targets of specific crimes such as distraction burglaries, bogus traders and lottery scams.
- 3.5 The Portfolio Holder for Public Protection and Safety has given the division a clear steer to strengthen our links with our partners so that we can better assist each other in reaching the aims of all services with regards the protection of vulnerable adults. To this extent, additional funding from the Safer Bromley Partnership has been made available for project work in this area.

#### **Public Protection and Safety Division**

- 3.6 There are five key service delivery areas:

Public Health Nuisance

Trading Standards

Food, Safety and Licensing

Environmental Protection

Community Safety and Anti Social Behaviour

- 3.7 The Public Protection & Safety Portfolio Plan 20-11/2012 refers to these areas as the framework for activity within the division. These are all front line service providers with daily contact with our residents and therefore all will have an impact on older consumers living in the borough.

#### **Key areas impacting on elderly residents.**

##### Public Health Nuisance

- 3.8 The Public Health Nuisance team investigate all complaints of public health significance, including noise, rubbish and smells and complaints relating to 'filthy and verminous' premises, where a person may allow their property to deteriorate to such an extent that it is prejudicial to health or a nuisance.

- 3.9 The team investigate approximately 50 filthy and verminous complaints per annum and the complaints are typically reported to the team when a neighbour notices an unpleasant smell or vermin or by referral from social services or a housing officer.
- 3.10 The majority of complaints received relate to older residents who find it difficult to look after themselves and their property and may also suffer with mental health problems, extreme old age or a physical disability. In some situations they may have relied completely on their partner to carry out domestic tasks only for their partner to leave, pass away or become incapable of carrying out the tasks themselves.
- 3.11 Officers in the Council's Public Health Nuisance Team can take action to remedy such premises under the provisions of the Public Health Act 1936. These cases have to be dealt with sensitively and often in partnership with the Social Services department and other external partners including the police and housing associations.
- 3.12 Often a notice may be served on the occupant and arrangements made for works in default to be carried out to undertake improvements on behalf of the occupant. Where there are concerns for the resident officers work with partners including the Social Services team and the Housing Team to consider, in appropriate cases, any mental health issues and serious hazards such as no hot water or heating.

#### Trading Standards

- 3.16 The Trading Standards team has a significant contribution to make to the success of safeguarding vulnerable adults through cohesive working relationships with specific partners who can assist in the identification of vulnerable consumers. A key priority for the team is to prevent older and vulnerable consumers from becoming victims of commercial crime. This is delivered through a series of initiatives of advice, information and education, and through prevention, detection and prosecution of doorstep criminals.
- 3.18 Our key partners include Bromley Police (in particular the Public Protection Unit), Victim Support, banks and building societies, Adult and Community Services and Corporate Communications for profile raising and media alerts.
- 3.19 Measurable outcomes include delivering around 50 talks per year to partners and groups representing older consumers to raise the awareness of scams and bogus builders, empowering consumers to feel safe in their own homes and ensuring they have access to help and support when needed.
- 3.20 Partnership working is critical to the success of the team being able to disrupt and investigate scams against the elderly and the team recognises the need to continually improve links with existing partners and also forge new relationships in the community to help identify potential victims of scams.
- 3.21 Funding from the Safer Bromley Partnership will drive a key campaign to raise the profile of the rapid response team, scams and bogus callers both to older consumers (for example by talks to groups such as Womens' Institutes) and our partners (for example Bromley Carers, Citizens Advice, Older Persons Units) with the aim of increasing awareness, increasing reporting levels and ultimately increasing disruption and prosecution results. In particular officers will visit all banks and building societies and provide training and advice to staff to encourage participation with a protocol aimed at alerting Trading Standards and police to suspicious cash withdrawals or fund transfers by elderly consumers who have been targeted by a scam or bogus caller.
- 3.23 Last year Trading Standards investigated around 600 complaints about property repairs and 150 enquiries about scams. Of these 255 related to cold callers who had targeted an older consumer. We investigated bogus builder complaints totalling £1million and were able to disrupt

the activities of some traders, saving Bromley residents at least £500,000. We received 90 intelligence reports relating to bogus builders from the police and 20 alerts from local banks.

### Community Safety and Anti-social Behaviour

- 3.24 The Community Safety and Anti-Social Behaviour team are responsible for a range of activity aimed at reducing crime and disorder and making Bromley a safer place to live. It is responsible for ensuring close partnership working exists between the council and other agencies such as police and the Fire Brigade and supports community groups and voluntary sector agencies, such as Victim Support, Bromley Neighbourhood Watch Association and the Bromley Community Engagement Forum.
- 3.25 The team is particularly instrumental in working with the community at large to encourage everyone to take responsibility for adult safeguarding and raising awareness of domestic violence.
- 3.26 Funding from the Safer Bromley Partnership Portfolio Holder will enable the team to work with Trading Standards in producing an advice pack for consumers which will include the re-launch of the Nominated Neighbour Scheme and promote the Safer Bromley Trader register. Further funding may be used to deliver additional Ma Kelly Theatre performances designed to educate older consumers about the dangers of doorstep traders and distraction burglaries.
- 3.27 The ASB team have launched a new MATRIX designed to provide regulators and partners with a one stop referral mechanism for customers and clients who have been identified as at risk or vulnerable. The scheme provides an automatic gateway to a panel whose membership represents services across the council and voluntary sector and assigns a team responsibility to ensure all possible safeguarding opportunities are delivered. The form came about as a result of the Fiona Pilkington report and is a refined version of the original Home Office document. The aim is to bring as many agencies on board to use the form in order to provide a seamless procedure for vulnerable adult at risk referrals which will ensure all agencies are aware of the main issues and work together on them. The panel currently includes partners such as all the major housing associations, police, and adult and child services. All officers in Public Protection have access to this referral system.
- 3.28 Domestic abuse is dramatically under-recognised and under-reported in vulnerable and older adults. This can be for a number of reasons, including a lack of awareness among professionals of what constitutes domestic abuse and what services are available. The Domestic Abuse Work Plan includes a target to deliver awareness raising training sessions and briefings to professionals working with vulnerable adults, and ensuring publicity is disseminated to relevant services and agencies. The team will also be participating in the BSAB conference along with Trading Standards and the Anti-Social Behaviour team.
- 3.29 Longstanding initiatives funded or part funded by the Safer Bromley Partnership continue to deliver meaningful outcomes to vulnerable consumers in the Borough. The Face Lift Project delivered by the Community safety team aims at improving the appearance of homes occupied by older consumers in order to reduce the likelihood of travelling bogus builders to target them for property repairs. It involves working with voluntary groups, police and adult services, using equipment already purchased. The Safer Bromley Van, acting on referrals from all partners via Victim Support also provides reassurance and support to older consumers by fitting secure locks and security features to help them feel safer at home. Partnership work with the Fire Brigade provides free Home Fire Safety Checks for vulnerable residents.

## **3 POLICY IMPLICATIONS**

[Click here and start typing](#)

**4 FINANCIAL IMPLICATIONS**

Click here and start typing

**5 LEGAL IMPLICATIONS**

Click here and start typing

**6 PERSONNEL IMPLICATIONS**

Click here and start typing

<b>Non-Applicable Sections:</b>	[List non-applicable sections here]
Background Documents: (Access via Contact Officer)	[Title of document and date]



## Appendix 1

### Public Protection and Safety – Main Adult Safeguarding initiatives

<b>Name of Activity</b>	<b>Purpose</b>	<b>Lead</b>	<b>Strategic Links</b>	<b>Milestones/costs</b>
Banks & Building society protocol	Ensure all banks are aware of TS rapid response number Raise awareness of potential victims of scams and rogue traders	Public Protection Trading Standards	PPSP 2011-2012 TS Service Plan 2011-2012 BSAB Awareness priority BBB Supporting Independence	Part of planned work and includes 60 visits by end of December 2011 to provide training packs to bank staff Part funded by SBP
Consumer empowerment	Empower vulnerable consumers to resist scam and bogus builder problems	Public Protection Trading Standards	PPSP 2011-2012 TS Service Plan 2011-2012 BSAB 2011-2012 Work Plan BBB Supporting Independence	Part of planned work which includes providing at least 50 talks to consumer and partner groups by March 2012. Deliver 3000 self help packs to older consumers via organised events Part funded by SBP
Building Bridges	Improve links with key partners with the aim of delivering key priorities for TS with regards to protecting vulnerable consumers from becoming victims of commercial crime	Public Protection Trading Standards	PPSP 2011-2012 TS Service Plan 2011-2012 BBB Supporting Independence	Part of planned work including targeting Domiciliary Care Agencies in Bromley
Nominated Neighbour	Re-launch of the Nominated Neighbour scheme to encourage community involvement in protecting vulnerable consumers	Community Safety Team	PPSP 2011-2012 BSAB Awareness priority BBB Supporting Independence	Part of planned work includes delivery 3000 self help packs to older consumers via organised events which is part funded by SBP
Public Health	Ensure vulnerable adults subject to public health referrals are empowered to exercise control over their lives and supported to manage risk	Public Protection Public Health Nuisance Team	PPSP 2011-2012 BSAB 2011-2012 Work Plan BBB Supporting Independence	Part of planned work
Domestic Violence	Raise awareness of domestic abuse amongst professionals to increase identification and support.	Domestic Abuse Strategy Coordinator	PPSP 2011-2012 BSAB 2011-2012 Work Plan BBB Supporting Independence	Part of planned work includes delivery of targeted training sessions & briefings to professionals working with vulnerable adults. Distribute literature to partners, participate in the BSAB conference and maintain involvement in services for vulnerable adults
National Doorstep Crime Initiatives	Work with regional and national partners to highlight dangers of doorstep crime	Public Protection Trading Standards	PPSP 2011-2012 TS Service Plan 2011-2012 BBB Supporting Independence	Part of planned work includes participation in national and regional activities such as OFT Your Doorstep

				Campaign and Operation Liberal
NCCZ	Review of No Cold Calling Zones to re-launch advice pack, particularly to older residents	Trading Standards Safer Neighbourhood Teams BCEF Community Outreach Survey 2011	PPSP 2011-2012 TS Service Plan 2011-2012 BBB Supporting Independence	Part of planned work
MATRIX	Ensure effective communication between partner agencies for referrals of at risk adults	ASB Team	PPSP 2011-2012 BSAB 2011-2012 Work Plan BBB Supporting Independence	Part of planned work
Registered Trader Scheme	Promote the use of traders who are registered with the scheme	Community Safety Team	PPSP 2011-2012 BBB Supporting Independence	Part of planned work
Face Lift	Improve the appearance of residential properties occupied by elderly to avoid approached from property repair traders	Community Safety Team	PPSP 2011-2012 BBB Supporting Independence	Part of planned work
Safer Bromley Van	Provide reassurance to vulnerable residents by fitting security to property	Community Safety Team Victim Support	PPSP 2011-2012 BBB Supporting Independence	Part of funded by SBP

# Agenda Item 11

Report No.  
ACS 11045

London Borough of Bromley

PART 1 - PUBLIC

<Please select>

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**Decision Maker:** PUBLIC PROTECTION AND SAFETY, POLICY  
DEVELOPMENT & SCRUTINY COMMITTEE

**Date:** 20<sup>TH</sup> Sept 2011

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

**Title:** BROMLEY SAFEGUARDING ADULTS BOARD ANNUAL  
REPORT 2010/11

**Contact Officer:** Susannah Simpson, Adult Safeguarding Manager  
Tel: 020 8461 7822 E-mail: susannah.simpson@bromley.gov.uk

**Chief Officer:** Terry Rich, Director - Adult and Community Services

**Ward:** Boroughwide

---

1. Reason for the report

This report provides members with an overview of the main issues raised from the 2010/11 annual report of the Bromley Adult Safeguarding Board (BSAB) attached in Appendix 1. This annual report outlines the work of the Board and highlights developments in adult safeguarding with regard to Community Safety and Public Protection.

2. Recommendations

PDS Committee Members are asked to:

Comment on the contents of the Bromley Safeguarding Adults Board Annual Report 2010/11.

### Corporate Policy

1. Policy Status: Existing policy.
  2. BBB Priority: Excellent Council. Supporting Independence.
- 

### Financial

1. Cost of proposal: No cost
  2. Ongoing costs: Recurring cost.
  3. Budget head/performance centre: Aileen Stamate, Quality Assurance Manager, Strategy & Performance
  4. Total current budget for this head: £BSAB funding comes from the partner organisations and is deployed on objectives set by the BSAB. LBB will contribute £19K to the BSAB budget for 2011/12. BSAB services receive support from the Adult Safeguarding Manager (jointly funded by LBB and the PCT) and support staff. The cost of staffing to LBB for this service totals £95k.
  5. Source of funding: There are no cost implications arising from this report. The cost of BSAB work is contained within current allocated LBB budgets and commitments from partner organisations agreed for 2011/12.
- 

### Staff

1. Number of staff (current and additional): 2.7 FTE specifically allocated to strategic support for safeguarding adults in Bromley.
  2. If from existing staff resources, number of staff hours: 99 per week
- 

### Legal

1. Legal Requirement: Statutory requirement.
  2. Call-in: Call-in is not applicable.
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): 523 safeguarding referrals investigated under the adult safeguarding procedures during 2010/11.
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.
2. Summary of Ward Councillors comments: N/A

## COMMENTARY

- 3.1 The Bromley Safeguarding Adults Board (BSAB) has been responsible since 2008 for the coordination and development of work to safeguard vulnerable adults from abuse and neglect in accordance with Department of Health guidance “*No Secrets*”. The local authority is required to act as ‘lead agency’, holding partner agencies accountable, whilst emphasising the responsibility of all agencies to work in partnership to plan, implement and monitor adult safeguarding work. “*No Secrets*” emphasised abuse should be prevented where possible, but if the prevention strategy fails there should be robust inter-agency procedures to protect vulnerable people.
- 3.2 The “*Statement of Government Policy on Adult Safeguarding*” (May 2011), confirms following public consultation of “*No Secrets*” and the “*Review of Adult Social Care Law*” by the Law Commission (May 2011), the Government intends to seek to legislate Safeguarding Adults Boards, making existing Boards statutory. This development, as well as the promotion of personalised services and outcomes, presented in the Government’s “*A Vision for Adult Social Care; Capable Communities and Active Citizens*”, is welcome. BSAB is committed to ensuring services offer choice, people are protected and safe when unable to protect themselves and peoples’ rights to make decisions about how they live their lives are promoted.
- 3.3 During 2010/11, BSAB were pleased to receive evidence from an external review confirming the Board is effective in preventing abuse and where concerns arise they are dealt with appropriately. In addition, in November 2010 the Care Quality Commission rated adult safeguarding services in Bromley as “performing well”.
- 3.4 The BSAB Annual Report 2010 gives an overview of the work undertaken to raise awareness of adult safeguarding. It details how the Board has driven improvements in multi-agency work and how it has learnt to improve outcomes for service users. The aim of the Board is to ensure vulnerable people in Bromley have full access to information and initiatives to keep them safe. To achieve this, BSAB and the Safer Bromley Partnership work together in preventing and responding to crimes against vulnerable people.
- 3.5 Since 2008, adult safeguarding referrals have increased, this is as a result of successfully raising awareness. Safeguarding referrals increased 18% from 443 in 2009/10 to 523 in 2010/11; fortunately, only a very small number of concerns were serious, making it crucial resources from all agencies are co-ordinated effectively to manage significant risks. The number of cases where abuse was substantiated, or partially substantiated totalled 174, this is 40% of all investigations with this outcome, in line with our comparator authorities.

### Key areas relating to public protection and safety

- 3.6 The Metropolitan Police in Bromley are fully engaged in the work of the Board and have a dedicated resource of four staff to respond to crime against vulnerable people. There has been a significant increase in the number of adult safeguarding cases with police involvement, from 43 cases in 2009/10 to 106 cases in 2010/11. Since January 2010, the police have set standards to respond to partners seeking advice before making a referral, (within 3 days).
- 3.7 The Board recognises the key role of the Safer Neighbourhood Teams in contributing to the safety of vulnerable people. The Safeguarding Adults Practice Standards group is a multi-agency forum where operations and case work are discussed in order to improve standards of response to allegations.

- 3.8 During the year the London Fire Service was welcomed as a partner on the Board. Following a house fire in Bromley involving a vulnerable person, BSAB worked with the Borough Fire Commander to develop training for health and social care staff to identify fire risks. A referral system has also been developed for home safety visits from London Fire Service; resulting in 132 vulnerable people receiving advice and practical support.
- 3.9 Bromley Appointeeship and Deputyship service assists vulnerable people who lack mental capacity to manage their financial affairs; Deputies are appointed by the Court of Protection. During 2010/11, the service was involved in 12 safeguarding cases, 3 cases were referred to the Court of Protection as an intervention to protect the vulnerable person. Where possible the service seeks to recover money due to service users from individuals and organisations. In one case a service user received a £15k reimbursement (of client contributions) after a Court of Protection hearing, due to misappropriation of funds by their previous Deputy. In another case, the service identified a client had not received the full amount of his entitlement and received £25k in back payments.
- 3.10 BSAB has continued to link with other services and partnerships to develop communication and promote adult safeguarding. Initiatives with the Bromley Safeguarding Children's Board and the Domestic Violence Forum include raising awareness across these sectors. All trading standards officers have received level 1 adult safeguarding training and new staff attend as part of their induction programme.
- 3.11 The first BSAB annual conference '*Prevention through Partnership*' was held in June 2010 and workshops included effective responses to domestic abuse and protection from rogue traders. A second conference will be held on the 22nd September; the Safer Bromley Partnership has been involved in the design of this event and will participate in the market place with their exhibition.
- 3.12 The Board has implemented its '*BSAB Adult Safeguarding Prevention Strategy 2011-14*', which was developed with the involvement of service users and informal carers. The objectives of the prevention strategy will drive the Board's work over the next three years.
- 3.13 The Board's priorities for 2011/12 are to:
1. Implement '*Safeguarding adults in London, Policy and Procedures*' across the Bromley adult safeguarding partnership in June 2011.
  2. Commission an external agency to maximise the collection of feedback from service users and their advocates, about their experience of the safeguarding process to develop actions to make further improvements to practice.
  3. Audit health and social care settings to ensure awareness and compliance with the principles of the Mental Capacity Act 2005 Deprivation of Liberty Safeguards.
  4. The Board will also review alert, referral and triage arrangements to ensure that safeguarding resources are used to greatest effect.

#### **Future developments:**

- 3.14 BSAB aims to ensure vulnerable adults are protected by the positive engagement, contribution and commitment of all partner agencies, including the voluntary sector. This will be achieved by continued promotion of the roles of the NHS, Police, Fire Brigade, Community Safety and the wider community in safeguarding, to minimise the risks faced by vulnerable people by:

1. Planned work by the Safer Bromley Partnership, particularly in terms of the initiative by Trading Standards to prevent older and vulnerable consumers becoming victims of commercial crime and rogue traders, through delivery of talks to fifty groups of older people.
2. Continuation of work to support victims of domestic abuse and ensure full access to available services by vulnerable people.
3. The further promotion of endorsed providers of personalised services, using an accreditation system, to promote the safety of vulnerable people.
4. Continued partnership work to reduce harassment of vulnerable people and minimise risks to those living in vulnerable situations.

**FINANCIAL IMPLICATIONS**

None.

<b>Non-Applicable Sections:</b>	Policy, legal, personnel
Background Documents: (Access via Contact Officer)	<a href="#">No Secrets</a>  <a href="#">Statement of Government Policy on Adult Safeguarding</a>  <a href="#">Adult Social Care Law Report</a>  <a href="#">Adult Social Care, Capable Communities and Active Citizens</a>

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**Bromley Safeguarding Adults  
Board**

**Annual Report**

**2010/2011**

**Bromley is a place where adult safeguarding  
is everybody's business**





## **FOREWORD**

### **Terry Rich, Chair of Bromley Safeguarding Adults Board**

Welcome to the 3<sup>rd</sup> Bromley Safeguarding Adults Board (BSAB) Annual Report.

This year, the Board has overseen the response of local agencies to over 500 concerns about the potential ill treatment of vulnerable people in Bromley. Fortunately, only a very small proportion of concerns involve serious abuse of vulnerable people; this makes it crucial that agencies work together to make a proportionate response and deploy resources efficiently.

We are pleased to have received evidence from an external review which states that the work of the Board is effective in preventing abuse and ensuring that when concerns arise they are dealt with appropriately.

With the input of service users and informal carers, the Board has produced a new BSAB Preventative Strategy 2011-14, which promotes the message 'Bromley is a place where adult safeguarding is everybody's business'. The strategy will drive our work plan and answer the challenge of keeping vulnerable people safe, whilst also respecting their right to make their own decisions.

The Board recognises the importance of all partners in the protection of vulnerable people, so is pleased to welcome the London Fire Brigade as a BSAB partner this year. The Metropolitan Police in Bromley are fully engaged in the work of the Board, and now have a dedicated resource to respond to crime against vulnerable people.

The Board holds local partners accountable for their safeguarding work and ensures that when concerns are raised there is robust action to achieve improvement. The Board has received from South London Healthcare NHS Trust details of progress on the implementation of the action plan to improve staff awareness of adult safeguarding following the Care Quality Commission report of the September 2010 unannounced visit.

The Board will be adopting new London-wide adult safeguarding procedures in June 2011, which we believe will further contribute to the development of consistent safeguarding practice. We will need to continue to be mindful of using our resources to best effect, ensuring that we focus on significant risks, where our intervention is required to assure the safety vulnerable adults.

I hope you will find this report useful, and work with the Board to maintain an excellent adult safeguarding service in Bromley.

A handwritten signature in black ink, appearing to read 'Terry Rich', written over a horizontal line.



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## 1. Adult Safeguarding Arrangements in Bromley

### Introduction

Bromley Safeguarding Adults Board (BSAB) has been responsible since 2008 for the local development and coordination of work to safeguard vulnerable adults in accordance with government guidance (*'No Secrets', Department of Health, 2000*). For the benefit of the Board's partner organisations and the general public, this report explains how agencies have worked together in Bromley during the past year to improve the safety of vulnerable people.

The 'Statement of Government Policy on Adult Safeguarding', (*Department of Health, May 2011*), confirms that following the public consultation on 'No Secrets' during 2008/9 and the review of adult social care law (*Law Commission, May 2011*), the government intends to seek to legislate for Safeguarding Adults Boards. BSAB fully supports this proposal which would further reassure the local community that agencies are accountable for their work to protect vulnerable adults.

The Board has welcomed 'A Vision for Adult Social Care: capable communities and active citizens', (*Department of Health, November 2010*), which promotes personalised services and outcomes. BSAB continues to emphasise that people should be protected when they are unable to protect themselves, but this should not be at the cost of a person's right to make decisions about how they live their life.

### Report Summary

The report explains the Board's role and governance, highlighting key BSAB achievements:

- Confirmation, through external review, that Bromley has performed 'well' in adult safeguarding, with improved operational and strategic arrangements
- Development of BSAB Prevention Strategy 2011-14
- Action to reduce the risk of fire for vulnerable people
- The first BSAB conference with the theme 'prevention through partnership'
- Delivery of a comprehensive adult safeguarding training programme

There is an account of the Board's continued strategic and operational development in:

- Performance management
- Quality assurance and lessons learnt
- Awareness raising
- Inter-agency protocols and procedures
- Mental Capacity Act – Deprivation of Liberty Safeguards

The report includes:

- Safer Bromley Partnership achievements that contribute to adult safeguarding



- Safeguarding adults referral and outcome data analysis
- BSAB work plan 2011/12
- BSAB financial statement 2010/11

### **Bromley Safeguarding Adults Board (BSAB)**

As lead agency for adult safeguarding, Bromley Council is required to ensure that all local agencies work together as partners to jointly plan, implement and monitor work to protect vulnerable adults. The Board holds all agencies to account and ensures when concerns arise, (for example as a result of external inspection), about the quality of a service or the level of staff awareness of adult safeguarding, regular reports are received on the implementation of action plans. The Board, chaired by Mr Terry Rich Director of Bromley Council Adult and Community Services, met three times during 2010/11. Membership is reviewed annually so representation of all key agencies and groups advocating for service users and their informal carers is ensured.

The Board has an executive which met five times in 2010/11, membership is senior managers from:

- Bromley Primary Care NHS Trust
- South London Healthcare NHS Trust
- Oxleas NHS Foundation Trust
- The London Borough of Bromley Adult and Community Services Division
- Metropolitan Police Service Bromley Borough

The chairs of the Board's sub groups are also members of the executive, which is responsible for driving strategic aims and overseeing the achievement of the BSAB work plan.

**Board sub groups** coordinate and undertake specific tasks from the work plan and address emerging priorities identified by the Board; the sub groups are:

- Training and Awareness
- Policy, Procedures and Protocols
- Performance, Audit and Quality
- Mental Capacity Local Implementation Network

**Board accountability and governance:** Oversight of the work of the Board is provided by the portfolio holder and Councillor Roger Charsley, Adult and Community Services Policy Development and Scrutiny Committee. BSAB annual reports are presented to the Bromley Council Adult and Community Policy Development and Scrutiny Committee, the Bromley Council Public Protection and Safety Policy Development and Scrutiny Committee and the Health, Social Care and Housing Partnership Board.



**Support to the Board:** Bromley Council, with a contribution from Bromley Primary Care Trust, provides dedicated officer capacity to support the Board in strategic development, professional advice, work plan delivery and the administration of its work. The close integration of all Bromley statutory partners in adult safeguarding work is demonstrated by the joint contributions made to the BSAB budget. This is used to promote the Board's objectives across the Borough through publicity, production of multi-agency procedures and training in the skills and knowledge required to meet the Board's safeguarding competences. The BSAB financial statement is attached. (Appendix 2)

More information about BSAB can be found at:

[www.bromley.gov.uk/adultsafeguarding](http://www.bromley.gov.uk/adultsafeguarding)

## **2. Bromley Safeguarding Adults Board key achievements 2010/11**

### **Confirmation, through external review, of improved operational and strategic adult safeguarding arrangements**

During 2010/11, BSAB commissioned an independent review, from the Government Office for London, to validate the impact on practice standards of the Board's improvement planning framework.

The review included:

- Interviews with the portfolio holder, senior managers in Adult and Community Services, BSAB partners and adult safeguarding specialists to evaluate engagement and responsibilities within the safeguarding arena
- Assessment of strategic business and policy documents
- Overview of performance management and quality assurance systems and the analysis and use of data collected
- Evaluation of the performance of BSAB to determine its effectiveness in driving strategic planning, robust partnership engagement and promoting continuous development in adult safeguarding
- Audit of ten recent adult safeguarding cases
- Examination of BSAB adult safeguarding competences and the training programme
- Five events, for thirty staff, to clarify practitioner understanding and staff opinion on the quality of training, inter-agency work and professional support.

The conclusion of the independent review was: 'quality assurance and performance monitoring processes were robust and effective in driving improvement.'

Key areas of strength were highlighted:

- Significant progress in safeguarding, both strategically and operationally; increasingly robust interface between the two
- Increasingly effective quality assurance systems
- Stronger partner engagement on Bromley Safeguarding Adults Board
- Emerging performance management culture across the partnership
- Enhanced police engagement and performance at operational level
- Consistency of safeguarding practice is improving
- Frontline staff feel well supported by line managers/safeguarding specialists
- Training is consistent, regular and valued by frontline staff
- Shared/good understanding of principles underpinning safeguarding practice

The last Care Quality Commission rating of the adult safeguarding service, in December 2010, reported Bromley was performing 'well'. (Bromley: Annual performance assessment 2009/10, Care Quality Commission Dec 2010).





### **Development of BSAB Prevention Strategy 2011-14**

The Board has produced a new BSAB Safeguarding Adults Prevention Strategy 2011-2014'. Six events were held with service users and informal carers and there was consultation with partner organisations in its development. BSAB has a vision:

'Bromley is place where preventing abuse and neglect is everybody's business.'

The Board's mission is to:

- Promote a well informed local community that will act as 'good neighbours', notice signs of abuse or neglect and report
- Ensure quality services are commissioned, regulated and accredited that provide well trained staff and can ensure vulnerable adults are safeguarded
- Ensure that everyone receives a consistent, high quality safeguarding service which is robustly managed and outcome focused, underpinned by multi-agency cooperation and continual learning

The objectives of the prevention strategy will be used to drive the Board's work over the next three years. These are:

- **Awareness:** continue to improve awareness about how to spot the signs of abuse and when to report it to the lead agency.
- **Services:** ensure all services that are commissioned, regulated or accredited by the BSAB partners adhere to the highest standards of safety for service users.
- **Practice:** continue to promote consistent safeguarding practice across agencies, underpinned by robust quality assurance and scrutiny mechanisms and reliable, timely performance information.
- **Choice:** continue to support vulnerable adults to maximise their independence and quality of life by encouraging them to take control of their situation, including positive risk taking.
- **Capacity:** continue to safeguard vulnerable adults who may lack the ability to make decisions that will safeguard themselves or others.

The Board has used these objectives to plan work for 2011/12. (See Appendix 1, BSAB work plan 2011/12).

### **Reducing the risk of fire for vulnerable people**

Following a local house fire involving a vulnerable person receiving a domiciliary care service, the Borough Fire Commander and the Board agreed action was required to ensure health and social care staff were aware of fire



risks, such as smoking in bed and the added risk of fire to vulnerable people with disabilities, or those who have a very cluttered home.

As a result, the Board welcomed the London Fire Service as a partner and, in addition, arranged training for 65 health and social care staff in identifying fire risks and ensuring a referral system for vulnerable people. This has resulted in 132 vulnerable people benefiting from priority home safety visits.

### **The first BSAB annual conference**

The Board organised the first BSAB annual conference, with the theme 'Protection through Partnership', in June 2010. The conference, attended by 127 people across partner organisations, aimed to improve outcomes for vulnerable people by enhancing delegates' knowledge of local services, including Safer Bromley Partnership initiatives. The BSAB Chair introduced expert speakers covering the national perspective on adult safeguarding, the Bromley Metropolitan Police Service response to abuse and how users of personalised services from Supporting Independence in Bromley initiatives will be safeguarded. In addition, there were workshops to exchange information on:

- Effective responses to domestic violence
- Self-neglect - when should we intervene?
- Protection from rogue traders
- Safeguarding vulnerable adults from financial abuse

The conference was very positively evaluated by delegates. 100% of respondents said that they would recommend the conference to others and it had met their objectives in attending the conference. BSAB will hold a further conference in September 2011.

### **Delivery of BSAB training programme**

The Board has a comprehensive training strategy to help partners ensure all staff and volunteers in the Bromley health and social care workforce are able to deliver their safeguarding role effectively. The strategy is underpinned by the BSAB competence framework. This specifies the skills and knowledge required by staff to prevent abuse, such as respect for individual rights and personal dignity, to recognise and report abuse, to investigate abuse and manage adult safeguarding work. Courses are evaluated and quality monitored; when necessary changes have been implemented to improve the delivery of appropriate skills and knowledge.

In 2010/11, multi-agency training was commissioned on a quarterly basis and adjusted during the year to reflect identified training needs. There was targeted marketing of training opportunities to partner agencies and in-house staff.

Courses delivered during 2010/11 included:

- Financial Abuse prevention and detection. This course was commissioned and provided in 2010/11 to 18 staff from the BSAB partnership (including 6 police officers) in response to prevalence data. Staff who have completed



the course will advise team colleagues on investigation and protection planning in cases where financial abuse is alleged.

- Level 1: skills and knowledge of abuse prevention, recognising abuse and reporting abuse. 789 staff received this training. This course included staff duty to report abuse, including whistle-blowing, the majority of participants were from private and voluntary care homes.
- Level 2 /3: skills and knowledge of the safeguarding process including multi agency strategy, investigation, risk assessment, protection planning and review. For the 69 staff who received this training, this course assisted them to achieve BSAB competence in adult safeguarding case work and case management. The Board requires that all adult safeguarding investigations are undertaken by staff with the appropriate skills and level of competence; performance monitoring has confirmed this has been achieved for 100% of investigations.
- Level 4: skills and knowledge in interviewing vulnerable service users and achieving best evidence processes. This specialist course gave staff the opportunity to develop skills in interviewing service users who have communication problems. There were 36 staff who received this training.
- Level 5: skills and knowledge for managers of staff undertaking safeguarding investigations. This course ensured that managers are competent in supervising and supporting staff undertaking adult safeguarding work; 9 staff received this training.

Partners have reported to the Board their progress in implementing their training plans for staff and volunteers:

- Oxleas NHS Foundation Trust undertook an audit in 2010 to gauge the level of adult safeguarding awareness amongst clinical staff; it showed that 70% of staff in community settings, and 89% of staff in in-patient settings reported they had a good level of understanding of adult safeguarding and how to raise an alert. Staff in Oxleas NHS Foundation Trust use an e-learning package to achieve competence in awareness and the Trust has achieved a 74% take up rate in Bromley by relevant staff.
- South London Healthcare NHS Trust has developed a rigorous plan to ensure that staff across their sites are aware of adult safeguarding issues. By April 2011 63% of front line staff had achieved competence in recognising and reporting abuse.
- Bromley Primary Care Trust has established a community provider unit which will operate from April 2011 as Bromley Healthcare. Staff in Bromley Healthcare will be well placed to recognise abuse and neglect with 89% achieving this level of competence.

The BSAB competence framework has been reviewed for the commissioning of the 2011/12 safeguarding training programme to take account of the changes in the delivery of social care. New Personalisation and Risk workshops for the social care workforce will be delivered in 2011/12.



A project has taken place to evaluate e-learning products and procurement methods, in terms of value for money. Three products have been selected for detailed evaluation and feedback. The preferred model will be demonstrated to the care home and domiciliary care agency provider forums in June 2011, with the aim of recruiting selected providers to undertake pilots, to confirm that it will achieve staff competence as effectively as face-to-face training.

During the year, there have been specific training events, some of which are listed below:

- Five adult safeguarding awareness sessions delivered by adult safeguarding specialists for Police Rapid Response Teams covering over 150 officers
- Eight team briefings for 95 staff undertaking safeguarding investigations were held on the lessons learnt from adult safeguarding audits, and actions required to improve practice
- An adult safeguarding information stand was provided at the Supporting Independence in Bromley Adult Information Day, 29th September 2010
- Forty day activities staff, working with people with learning disabilities, were briefed on adult safeguarding and preventing doorstep crime



### **3. Strategic and operational developments**

#### **Performance management and quality assurance:**

BSAB has continued to drive improvement through its performance management and quality assurance framework.

#### **Performance Management:**

The Board has considered which areas of performance are most likely to improve outcomes for service users. It decided to continue to use its current inter-agency performance indicators as outlined below, which ensure a prompt multi-agency plan to investigate concerns, and a rapid response from the Metropolitan Police Service to requests for advice from safeguarding professionals.

- The Board set an increased target of 90% for a multi-agency strategy discussion or meeting occurring within 5 working days of referral in 2010/11. (The 2009/10 target was 65%). The target is important in ensuring consistent early planning of the conduct of an investigation, including consideration of police involvement in the case. Monitoring of this target within Adult and Community Services has driven improved performance in this area to an average of 87% cases in 2010/11.
- BSAB has an inter-agency protocol which states there will be a response within 3 working days by Metropolitan Police Bromley Public Protection desk, to requests for advice from safeguarding professionals. This response time was set by the Board to ensure a clear standard for this key area of inter-agency work. Monitoring by the Bromley Police Public Protection desk has ensured that health and social care professionals receive an appropriate and timely response to requests for advice. This target has been consistently achieved in respect of the 65 cases referred by adult safeguarding professionals during the year.
- The Board has a competence framework to ensure that staff have the skills and knowledge required to undertake safeguarding tasks. It monitors investigations and ensured during 2010/11 that 100% were undertaken by staff who met the required BSAB competence standard.

#### **Quality Assurance**

BSAB seeks to guarantee service quality both in preventative work and in safeguarding investigations. BSAB has a quality assurance framework, including case work audits and is proactive in responding to new issues as they arise. Learning from case reviews is used to make local improvements to inter-agency work.

**Safeguarding casework audits** - The Board oversees a programme of safeguarding casework audits to monitor and develop safeguarding practice. Detailed reports are presented to the Performance, Audit and Quality sub



group. During 2010/11 three adult safeguarding audits have been held covering a total of 35 cases. Safeguarding cases were selected at random from recently completed cases and examined by professionals not involved in the conduct of the case. Performance was assessed against standards derived from BSAB multi-agency procedures covering all stages of the safeguarding process, the quality of multi-agency work and the outcome for the service user.

A peer audit was held in conjunction with Greenwich Council, which provided the opportunity to learn from the comparison of casework practice across both boroughs.

Casework audits routinely consider whether the appropriate services have been offered to service users. Bromley has a good range of services to support vulnerable service users, including projects such as the Safer Bromley Van and the Domestic Violence One Stop Shop.

Findings from 2010/11 safeguarding audits show that Bromley partners have ensured improvement in practice in terms of record keeping and compliance with Board multi-agency procedures.

The audits have identified more consistent practice: this was measured by an increase in the appropriate involvement of independent advocates from 67% in the May audit to 83% in the August audit. Cases examined demonstrated consistency of practice through the high level, (over 80%), of cases where there was involvement from Consultant Lead Practitioners, who act as safeguarding specialists.

The external review of adult safeguarding included a detailed examination of 10 cases. The review confirmed the improvement in safeguarding practice already identified through the BSAB audit process.

Two main areas for improving the conduct of safeguarding cases have been identified:

- Ensuring there is always consideration of the benefits of involving an independent advocate in safeguarding cases
- Ensuring that when appropriate the service user's mental capacity and decision making ability is recorded

Safeguarding professionals have received additional guidance on these issues and these key messages will be reinforced through training.

Professionals have a procedure to use if there are problems with inter-agency work and the opportunity to directly raise issues of concern to the Board through a practitioner representative on the Board.

**Safe services** - The Board received regular reports from the Adult Safeguarding Manager, who leads a multi-agency group co-ordinating action to ensure the safety of care homes and nursing homes. The group met five



times during 2010/11. Action was taken under adult safeguarding procedures to ensure the safety of residents in one establishment. Where issues are identified in safeguarding investigations that require providers to implement action to make improvements this is overseen by the commissioning team.

As the lead commissioner of domiciliary care and care home provision, the Council has a quality assurance framework for providers to ensure the dignity and safety of service users. Monitoring visits have taken place throughout the year based on size of contract and risk-rating.

Provider Forums are supported to promote good practice and plan local training activities. The care home forum has an annual work plan which focussed in 2010/11 on training staff to improve the experience of users being admitted and discharged from hospital, moving and handling, and the provision of activities for people with dementia.

The Metropolitan Police Vulnerable Adults Officer has attended the Domiciliary Care Provider Forum following difficulties in obtaining clear evidence when there had been allegations of crime, to explain the importance of accurate record keeping by domiciliary care agency staff to assist police with gathering accurate information.

The Board has received a report from South London Healthcare NHS Trust, on action taken to address moderate concerns in respect of adult safeguarding awareness amongst staff reported by the CQC (following the unannounced visit to hospital sites in September 2010).

**Service User Perspective** - In 2009 the Board developed a process to identify service users who may be able to give feedback on their experience of the adult safeguarding process. The Board has received information from six service users.

Concerns were identified by two service users:

- 'I was not informed after the meeting which is something that could be done better'
- 'I was not informed about what was going on'

Staff who undertake safeguarding investigations have been reminded of the importance of clear and timely communication with service users in team briefings.

An external agency will be commissioned in 2011/12 to systematically obtain independent feedback from service users which will be used to drive improvements.

Service users have also reported positive experiences:

- Safety was managed very well, Police were involved and this helped a lot



- I felt much safer having spoken to someone apart from my daughter about the situation
- The care manager listened to my views and worked hard to get things done quickly

### **Learning from case review and actions to make improvements**

The Board has been proactive in responding to emerging issues in order to develop safeguarding practice. Examples of how Bromley developments to multi-agency adult safeguarding have been driven by the Board's analysis of local inter-agency issues include:

- Following the collapse of a criminal trial, the Board ensured a case review involving a voluntary agency, the Metropolitan Police Service, Adult and Community Services and the Crown Prosecution Service. The case concerned a paid carer who had allegedly stolen from a vulnerable person with dementia. The review identified that the alleged victim's memory problems had not been fully taken into account in preparation for the trial. As a consequence, the Metropolitan Police Service has reviewed their investigation teams and has established a Vulnerable Adults Team which will operate in Bromley from April 2011. This will supplement the single point of contact for adult safeguarding issues and provide a more skilled and dedicated team to investigate allegations of crime.
- The Board received a report on 22 cases where the London Ambulance Service had raised a concern about the lack of support for a service user, but following an agreed protocol, safeguarding procedures were not invoked because there was no clear allegation of abuse or neglect. In all instances there had been an appropriate multi-agency assessment of the individual's needs and where necessary a support plan had been arranged. The Board was reassured that vulnerable service users who did not meet the safeguarding threshold were receiving appropriate support.
- A safeguarding investigation in a nursing home found that the home should improve the process for obtaining specialist advice on nutrition. The Bromley PCT Dietician service agreed to arrange training sessions in the home to improve practice in this area.

The Board received regular feedback from practitioners on the progress of inter-agency work, examples included:

- A practitioner reported a case to the Board where Adult and Community Services, staff from a private domiciliary care agency and the Metropolitan Police Service had worked effectively to prevent further abuse of a vulnerable older person by her ex-partner.
- A case manager reported a case of potential serious self neglect where the London Ambulance Service had raised concerns about a person who appeared to be in poor health and was refusing to go to hospital. Adult and Community Services worked with the Metropolitan Police Safer





Neighbourhood team to ensure the cooperation of the individual and his admission to hospital for treatment.

- Ten cases have been presented by adult safeguarding professionals to the Performance Audit and Quality sub group to explain inter-agency safeguarding practice and to highlight cases where there were lessons to be learned. Practitioners have reported on the use of a risk assessment tool which has proved to be effective in the small number of cases where there are on-going risks of abuse or neglect.

### **Raising awareness of adult safeguarding**

The BSAB 2008-11 Strategy had clear objectives in terms of raising awareness of abuse and neglect and how to report it across the general public, vulnerable people and staff and volunteers.

The Board has continued to implement its communication and engagement strategy to promote awareness of abuse and how to report it. The Board's new preventative strategy 2011-14 promotes the message:

'Bromley is a place where preventing abuse and neglect is everybody's business'

All partners share a responsibility to make sure service users and the wider community are well informed. The BSAB Newsletter has extended its distribution through Community Links to smaller voluntary organisations and community groups during 2010/11. The Board has begun to use the Community Links Newsletter as an additional means of publicising its work.

Three talks have been given to community groups about how to recognise and report adult safeguarding concerns. These emphasised the importance of speaking to a trusted friend or community leader and explaining how referrals can be made. Talks were given to:

- Crystal Palace Oasis Club
- Bromley Asian cultural association
- Orpington Chinese association

### **Inter-agency Protocols and Procedures**

The Board had an objective in its 2008-11 strategy to develop safeguarding policies, protocols and procedures and ensure that these are updated in line with national guidance, new London wide guidance, new legislation and learning from case reviews and audit.

The Board's Policy, Procedures and Protocols sub group has ensured delivery of this area of the BSAB work plan. In 2010/11, the sub group has contributed to and commented on the development of ten new or revised local policies and protocols which support effective partnership working to safeguard adults at risk. Work has included:



- Development, with Supporting Independence in Bromley, of the 'Positive Risk Taking Policy', which was approved by BSAB in May 2011, and will be used to ensure service users arranging and purchasing their own care are safeguarded.
- Response to drafts of 'Protecting Adults at Risk: London multi-agency policy and procedures to safeguard adults at risk'.
- Production of a 'gap analysis' and oversight of update of local multi-agency 'toolkit' in preparation for the implementation of these procedures in June 2011.
- Advice on the development of the adult safeguarding procedures of two local voluntary organisations, Carers Bromley and Issues of the Heart and two housing associations: Affinity Sutton and Keniston. These procedures were then approved by the group.
- Developed a protocol to ensure any problems between agencies are flagged to managers for resolution and escalated to the Board if necessary. (It has not been necessary to invoke this protocol in 2010/11.)

### **Mental Capacity Act – Deprivation of Liberty Safeguards**

The Board oversees the implementation of multi-agency work to ensure that people who may lack mental capacity benefit from the safeguards provided by the Mental Capacity Act 2005 and the Deprivation of Liberty safeguards (DOLS).

The Mental Capacity Act 2005 sets out the framework to enable professional care staff, health service staff and families to lawfully make decisions on behalf of vulnerable adults who are unable to do so. All such decisions have to be taken in the individual's best interests.

The Deprivation of Liberty safeguards (DOLS) came into force during 2009. These legal safeguards cover individuals lacking capacity to make particular decisions who are in a care home or hospital. DOLS should be used when the care and treatment regime of an individual imposes such excessive restrictions on them, that they amount to a 'deprivation of liberty', in accordance with Human Rights legislation.

The process in Bromley for Deprivation of Liberty Safeguarding is robust with the officer for Deprivation of Liberty Safeguards and Mental Capacity, who has been in post since 2008, providing continuity of service, a valuable point of contact as well as an important monitoring role.

Activity on Deprivation of Liberty Safeguards referrals is submitted quarterly to the Department of Health. Comparison with neighbouring boroughs are shown in detail below.



**Deprivation of Liberty Safeguards Referrals comparison with near neighbours for 2010/11**

	<b>Referrals</b>
Bromley	10
Greenwich	13
Lewisham	8
Lambeth	47
Bexley	68

The Department of Health has questioned the comparatively low number of DOLS referrals in Bromley. The Board has received details of work undertaken to ensure legal responsibilities were being discharged, as follows:

- All new contracts issued for residential support detail the expectations of the Council on the provider around the legislation. The Care Homes forum has been used to disseminate information.
- Work has also been undertaken to review the possible reasons for lower DOLS activity levels in Bromley. In early 2009, all the care homes and hospitals in Bromley were visited, or managers seen by the officer for Deprivation of Liberty Safeguards and Mental Capacity, to explain imminent implementation of DOLS procedures. This identified the possible numbers of people to whom the DOLS may apply, which returned substantially lower numbers than the Department of Health estimates.
- Contact with care homes has been maintained: a survey of care homes regarding training needs was carried out; as a result some homes have been visited to provide Mental Capacity Act and DOLS training on site. The officer for Deprivation of Liberty Safeguards and Mental Capacity has spoken to and visited colleagues in other boroughs to carry out case comparisons, and has confirmed practice in Bromley is consistent with other areas.

Given the above, it is probable that provider staff are addressing aspects of the care regime which could contribute to a situation where an individual would be deprived of their liberty. The officer for Deprivation of Liberty Safeguards and Mental Capacity continues to visit individual hospitals and care homes to monitor the implementation of this legislation.

In January 2011, the number of DOLS referrals and approvals increased, partly due to ongoing work in raising awareness, and partly a natural fluctuation of activity which has been seen in other London Boroughs. Currently, there are four Bromley service users subject to Deprivation of Liberty Safeguards.



**Bromley Deprivation of Liberty Referrals and Authorisations**

<b>Quarter</b>	<b>Referrals</b>	<b>Authorisations</b>
Apr -Jun 10	4	0
July-Oct 10	1	0
Oct-Dec 10	2	2
Jan 11– to date	3	3
<b>TOTAL</b>	<b>10</b>	<b>5</b>

The Board has planned an audit during 2011/12 to gain information on the understanding of mental capacity issues and DOLS across a selection of health and social care settings. The audit findings will be used to make recommendations about further local work.

**Training on the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards**

The Board oversees a training strategy for health and social care staff to ensure:

- All staff can demonstrate compliance with the principles of the Mental Capacity Act (MCA), when working with people who may lack capacity
- Staff making decisions about long term care or serious health treatment understand their duties under the Act
- Staff can recognise and report potential deprivations of liberty
- Staff understand how to assess and document a person’s mental capacity and understanding around particular decisions
- Specified staff are able to assess potential deprivations of liberty and make recommendations about authorisation of such situations

During 2010/11, training across all partner organisations has been delivered to a total of 353 staff. This has comprised:

- Introduction to the Mental Capacity Act: 10 courses, 190 staff trained
- Deprivation of Liberty safeguards: 10 courses, 76 staff trained
- Mental Capacity Act: Decision Makers: 10 courses, 87 staff trained

The safety of those who lack mental capacity has been promoted by the delivery of a programme of awareness raising visits to health and social care staff groups, service providers and hospitals, 24 visits were undertaken during the year.

**Safer Bromley Partnership Achievements**

The Board aims to improve the safety of vulnerable people by close links (strategically and operationally) with the Safer Bromley Partnership, which has these aims:

- Reduction of crime and fear of crime
- Building respect in communities and reduction of anti-social behaviour
- Reduction of the harm caused by illegal drugs



Members of the Safer Bromley Partnership (SBP) include: Metropolitan Police Bromley, London Borough of Bromley, London Fire and Rescue Authority, Bromley Primary Care Trust, Offender Management Service, registered social landlords, Bromley Race Equality Commission, Community Links and Bromley Magistrates Court. The Partnership has a Community Engagement Forum to assist in achieving its objectives.

The Safer Bromley Partnership has a three year strategy and an annual work plan, which includes targeted initiatives to reduce crime against vulnerable people these include:

- People with learning disabilities have developed a project plan to deliver training to their peers on safety in the use of public transport. A full report was given to the December BSAB meeting.
- The Domestic Violence 'One Stop Shop' which provides advice from a police officer, a local solicitor, Bromley Homeless Families Unit, Bromley Womens Aid and Victim Support. This service is promoted widely has assisted 459 residents during 2010/11.
- The Safer Bromley Van provides additional security locks, spy-holes etc
- Action against rogue traders, through proactive checking of builders and traders. During 2010/11, 10 rogue trader days took place.
- There were 56 rapid response interventions against rogue traders, resulting in savings of £580,000 for consumers.
- There were 73 talks and events to encourage the active participation of Bromley residents in the identification of rogue traders/distraction burglars.
- All trading standards staff have received training and achieved competence in recognising and reporting abuse and neglect.

## **4. Safeguarding adults referral and outcome data**

### **Summary analysis of referral and outcome data:**

The Board's multi-agency procedures set out the circumstances in which a safeguarding referral should be made and how it should be responded to by partner organisations. These procedures seek to ensure the involvement of the vulnerable adult throughout the process, police investigation of possible crimes and a proportionate response to each concern. A data set is completed for all referrals in line with the requirements of the Department of Health.

In 2010/11, there has been an increase in cases investigated through the safeguarding procedures; this confirms the trend since BSAB was established in 2008. This is due to the Board's work in promoting greater consistency in the reporting and recording of safeguarding concerns across the partnership.

The most important aspect of safeguarding work is to ensure good outcomes for the service user. This statistical report includes information on the outcomes of investigations in terms of whether the abuse or neglect was substantiated or not. The Board has clarified the reasons why cases are not substantiated; the reasons for this can include: a lack of clear evidence, situations where there is conflict between family members, and denial of any abuse or neglect taking place by the service user.

The report includes details of measures put in place to ensure service users are protected. In many instances, they are protected through a change in their care arrangements or living circumstances. The report also details the outcomes for the person who was alleged to have caused the harm, including action taken by the police. This year there has been a significant increase in cases where there has been police action as a result of improved inter-agency work.

### **Key Headlines:**

- An increase in the overall number of referrals investigated through the Bromley Safeguarding Adults Multi-Agency Procedures from 443 in 2009/10 to 523 in 2010/11. This is an increase of 18% in referrals from 2009/10. The highest rate of increase this year related to people aged 18-65 with mental health needs.
- 232 (44%) referrals were made by social care staff with a further 114 (22%) made by health care staff. This is in line with last year's equivalent figures of 47% and 21%, highlighting the importance of ensuring that staff in contact with vulnerable adults meet BSAB competences in recognising and reporting abuse.
- As in previous years, 361, over two thirds, of all referrals relate to older people over 65. Of these, 153 (42%) concerned people aged 75-84, and a further 145 (40%) concerned people aged over 85.



- The most common abuse category is physical abuse, followed by financial abuse, which are respectively 231 (44%) and 118 (23%) of total referrals.
- 246, almost half of the alleged abuse reported during the year took place in the vulnerable person's own home, including supported accommodation.
- Of concluded cases this year, 174 (40%) have been substantiated or partially substantiated (40% last year). Benchmarking reported to the Board indicates this is comparable with other outer London authorities.
- The Board welcomes the significant increase in the number of cases where there is police action as a reflection of improved operational practice. The increase has been from 43 cases in 2009/10 to 106 cases in 2010/11.

#### **Analysis of adult safeguarding referral data 2010/11**

**Referral rate:** Chart 1 below shows that there has been an increase in the number of safeguarding referrals since 2008. There has been a further 18% increase from 443 in 2009/10 to 523 in 2010/11. Of referrals during the year, 22 concerned service users funded by Bromley Council, but living out of the borough. 247 of those referred for adult safeguarding concerns were already known to adult and community services.

The Board recognises the increase in referrals is due both to its work raising awareness of what was previously a hidden issue and improved data capture. Partner organisations in Bromley have responded to the challenge of meeting high standards in terms of the multi-agency response to each safeguarding referral. Statutory partners have identified operational leads who are responsible for ensuring each partner implements safeguarding procedures effectively.

The Board seeks to ensure consistency in terms of the multi-agency response to each referral through its performance standard of a strategy meeting or discussion within five working days of referral. The Metropolitan Police and Adult and Community Services have identified professionals who undertake key roles in coordinating the response to each referral.

In the 55 instances where there have been repeat referrals about the same service user, there has been consideration of whether this is due to inadequate safeguarding arrangements. No situations have been identified where service users have come to serious harm as a result of inadequate safeguarding arrangements.

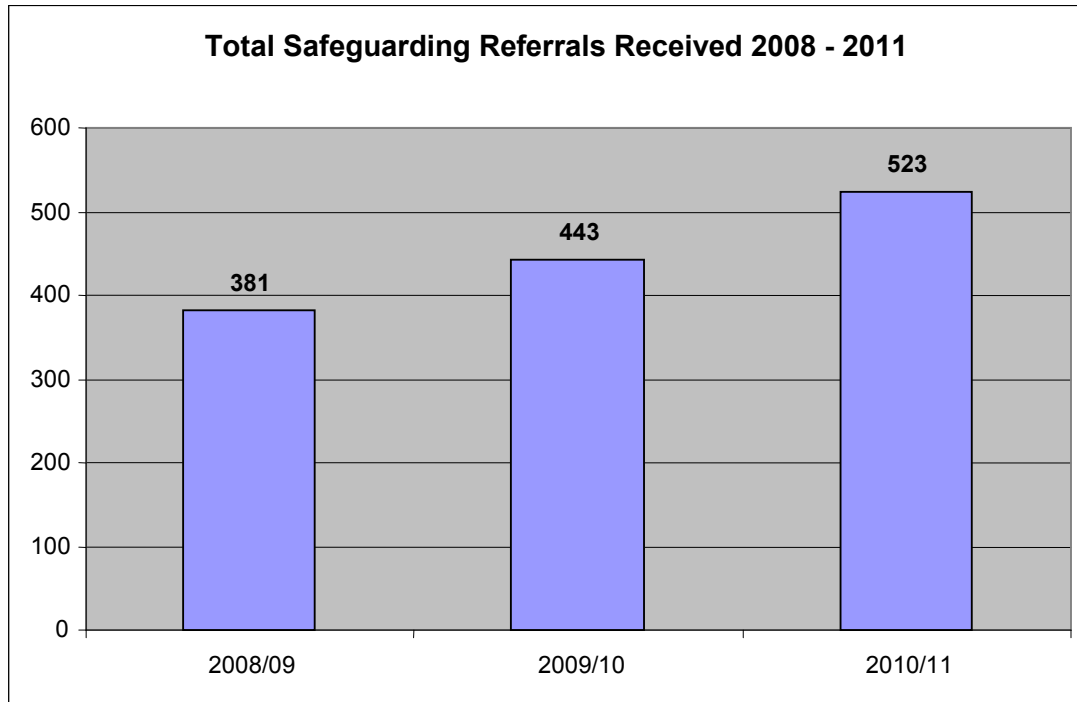
Repeat abuse can occur in communal living settings such as care homes, and the person alleged to have caused the harm can be another vulnerable adult.



Work has been done with care home providers to ensure that there is early reporting of such incidents and a protection plan is developed.

In most cases the needs of the person who allegedly caused the harm are reassessed to clarify how they can be supported without compromising the safety of other residents.

**Chart 1**



**Service user groups:** Chart 2 shows the distribution of referrals amongst key groups of vulnerable people. As is to be expected in Bromley, older people over 65 continue to provide the largest proportion of people subject to a safeguarding referral.

In total, 381 (73%) of referrals were about people over 65 and of these 153 (42%) concerned people aged 75-84; and a further 145 (40%) concerned people aged over 85.

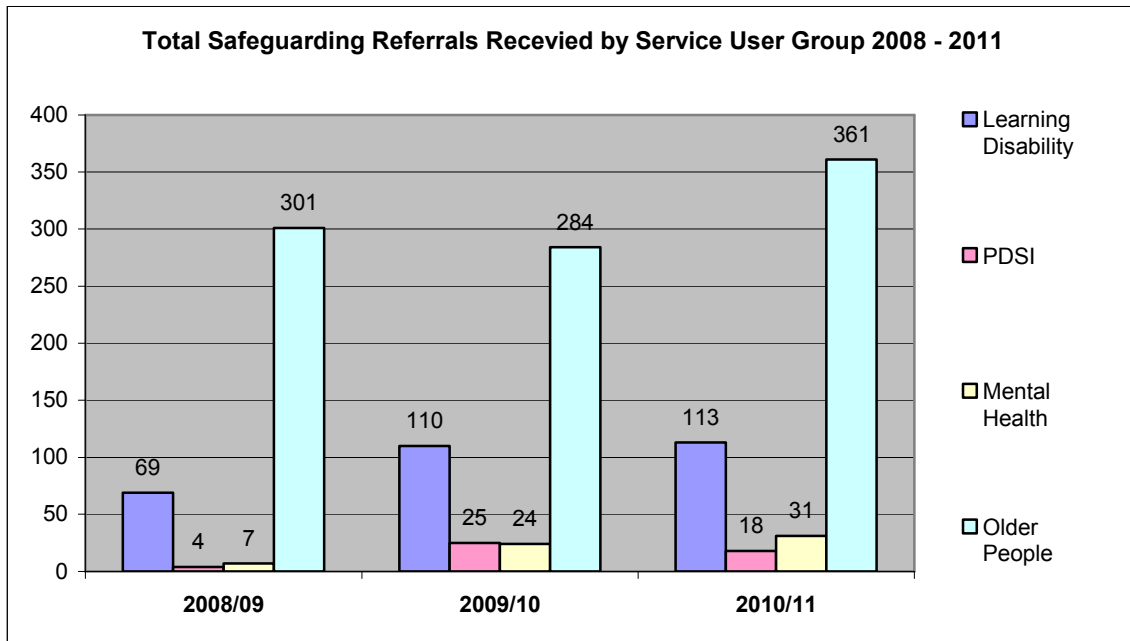
The figures for other service users including those with mental health needs relate only to people aged 18-65.

The largest increase in referrals this year has been in people age 18-65 with mental health problems. The Board has received a report this year from Oxleas NHS Foundation Trust accounting for their approach to ensure adult safeguarding.





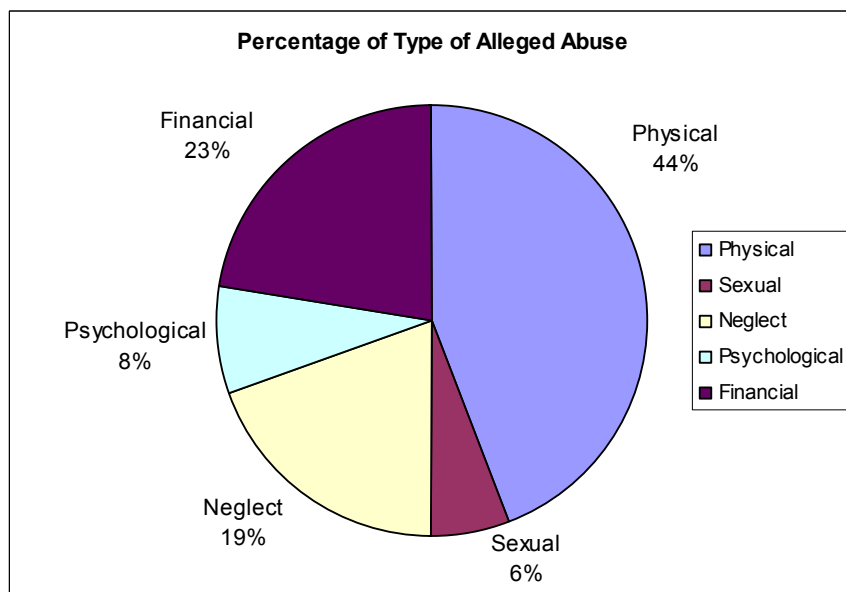
**Chart 2**



**Type of alleged abuse:** Chart 3 shows the categories of abuse reported. Allegations of physical abuse continue to be the most prevalent and include physical signs, such as the unexplained bruising of a service user who is unable to explain how the injury occurred.

This year the Board arranged specialist training for police officers and adult safeguarding staff, in responding effectively to safeguarding concerns regarding financial abuse, which is the second most common type of abuse reported.

**Chart 3**





**Source of Referral:** Chart 4 shows the source of referrals and highlights the fact that only 12 (2%) referrals were made by service users themselves. This can be due to communication problems and disabilities, as well as fear or reluctance to report concerns. Social care and health staff in total have made 346 (66%) safeguarding referrals, (68% 2009/10). The Board holds partners responsible for achieving targets to ensure the competence of these workers in recognising and reporting abuse.

It is also crucial friends, family, neighbours and the general community, who play a vital role in ensuring the safety of vulnerable people, can easily access information on making referrals. The Board's Communication Strategy aims to achieve this.

**Chart 4**

<b>Source of Referral 2010/11</b>	<b>No of Referrals</b>	<b>%</b>
Social Care Staff (Care Workers)	232	45%
Health Care Staff	114	22%
Family Member	65	12%
Other	34	7%
Housing	24	5%
Education Establishment	16	3%
Police	13	2%
Self Referral	12	2%
Friend/Neighbour	11	2%
Other Service User	1	0%
Care Quality Commission	1	0%
<b>Total</b>	<b>523</b>	<b>100.0%</b>

Chart 5 shows a breakdown of referrals by health staff and illustrates the involvement of a wide range of health professionals in the safeguarding process.

**Chart 5**

London Ambulance Service	26	23%
Dr (GP)	8	7%
Primary care staff	24	21%
District Nurses	11	10%
Oxleas	23	20%
Hospitals	22	19%
<b>Total</b>	<b>114</b>	<b>100%</b>

The largest proportion of adult safeguarding referrals from health staff received in 2010/11 were from the London Ambulance Service (LAS).



The LAS has a process for making referrals regarding vulnerable people to Bromley Council Adult Community Services. In accordance with a protocol agreed by BSAB in June 2009, 26 of these LAS vulnerable adults referrals met the threshold for investigation under the BSAB multi-agency procedures.

A further 160 referrals from LAS were dealt with as community care assessments. The Board have received a report that confirmed service users referred by LAS who did not meet the threshold for adult safeguarding, had an appropriate community care assessment of their needs, and where appropriate, a care package arranged.

Chart 6 gives information on the ethnicity of the subject of safeguarding referrals. The Board has an Equalities Impact Assessment and continues to collect data about the age, sex and ethnic background of service users. The Board oversees an action plan in response to this assessment, which seeks to ensure information is collected in order that any adverse impact of the procedures can be identified.

**Chart 6**

**Ethnicity information for all referrals 2010/11**

	<b>No of Referrals</b>	<b>%</b>
White British	393	76%
Information Not Yet Obtained	53	10%
Caribbean	18	3%
Any Other White Background	14	3%
Refused to Say	12	2%
White Irish	9	2%
African	9	2%
Any Other Asian Background	5	1%
Any Other Ethnic Background	3	1%
White Asian	2	0%
Indian	2	0%
White/Black Caribbean	1	0%
Pakistani	1	0%
Any Other Black Background	1	0%
<b>Total</b>	<b>523</b>	<b>100.0%</b>

**Person alleged to have caused harm:** Chart 7 illustrates the relationship between the person alleged to have caused harm and the vulnerable person. Partners and other family members together account for the alleged cause of 180 (35%) allegations across the different types of abuse. This illustrates vulnerable people are most at risk from those closest to them.



The Board seeks to ensure all Safer Bromley Partnership initiatives to reduce and respond to domestic violence can be accessed appropriately by vulnerable people through its competence framework and communication strategy.

In 143 (27%) referrals in 2010/11, the person alleged to have caused harm was a health or care worker. This includes allegations of neglect in care services

In 48 (9%) referrals the person who was alleged to have caused harm was another vulnerable adult. The Board seeks to ensure service users are protected whilst in services, by providers recognising possible risks and seeking support when there are concerns about the behaviour of a service user.

**Chart 7**

**Relationship of person alleged to have caused harm for all referrals  
2010/11**

	<b>No of Referrals</b>	<b>%</b>
Other Family Member	118	23%
Social Care Staff	117	22%
Not Known	64	12%
Partner	62	12%
Other Vulnerable Adult	48	9%
Neighbour/Friend	33	6%
Other	32	6%
Healthcare Worker	26	5%
Other Professional	10	2%
Stranger	10	2%
Volunteer/Befriender	3	1%
<b>Total</b>	<b>523</b>	<b>100.0%</b>

**Location of alleged abuse:** Chart 8 shows the location of alleged abuse; with the service users own home being the most likely location. Care homes and nursing homes together account for 138 (27%) of referrals; a lower proportion than the 32% recorded last year. The Board seeks to ensure high quality services that promote dignity and respect for the individual through the accountability of service providers and commissioners.

Referrals are monitored by the Adult Safeguarding Team to identify any concerns about service providers. The Adult Safeguarding Manager leads the Care Services Group to ensure emerging issues about the safety or quality of services used by vulnerable people are responded to effectively and there is specialist health and social care professional input into investigations. This group receives reports from commissioners of services who oversee any action plan developed by the service to ensure the safety of residents.



Independent providers of social care are represented on the Board in recognition of their role in preventing and identifying abuse and neglect. Whistle-blowing is specifically mentioned in guidance to health and social care staff.

**Chart 8**

**Location of alleged abuse for all referrals 2010/11**

	<b>No of Referrals</b>	<b>%</b>
Own Home	211	40%
Care Home with Nursing	71	13%
Care Home	67	13%
Home of person alleged to have caused harm	40	8%
Supported Accommodation	35	7%
Other	30	6%
Not Known	18	3%
Public Place	14	3%
Acute Hospital	11	2%
Mental Health Inpatient Setting	9	2%
Other Health Setting (Including Hospice)	6	1%
Education/Training/Workplace Establishment	6	1%
Day Centre/Service	5	1%
<b>Total</b>	<b>523</b>	<b>100%</b>

**Outcome of all closed referrals 2010/11 (including 52 referrals received in 2009/10) by service user group:** Chart 9 shows that overall in 2010/11, 40% of concluded safeguarding referrals were either fully or partially substantiated, which is consistent with last year. The Board has received information which confirms this data is in line with comparable local authority areas.

**Chart 9**

**Analysis of outcome data 2010/11**

	<b>Older People</b>	<b>Mental Health</b>	<b>Physical Disabilities Sensory Impairment</b>	<b>Learning Disabilities</b>	<b>Total</b>	<b>%</b>
<b>Unsubstantiated</b>	124	0	4	40	168	39%
<b>Substantiated</b>	93	5	4	41	143	33%
<b>Inconclusive</b>	61	3	3	25	92	21%
<b>Partially Substantiated</b>	21	1	6	3	31	7%
<b>Total</b>	<b>299</b>	<b>9</b>	<b>17</b>	<b>109</b>	<b>434</b>	<b>100%</b>



**Specific Outcomes - Service Users**

Chart 10 shows data on outcomes for service users was collected from 434 concluded cases in accordance with Department of Health abuse of vulnerable adults (AVA) reporting requirements. Outcomes are collected from cases whether abuse is substantiated or not, and each case may have more than one outcome.

The most common outcomes following safeguarding referral are: a community care assessment (190 cases), increased monitoring (93 cases), and no further action (59 cases). There has been an increase or change of care in 39 cases.

To protect vulnerable adults, 48 service users have moved address, restriction of access by an alleged perpetrator has occurred in 23 cases. 16 service users have had specific legal measures placed upon them to protect their finances and a further 8 have had help with managing finances.

Referral to independent advocacy has been reported in only 8 cases, the Board is seeking to increase the number of service users benefiting from independent advocates through training and performance monitoring.

**Chart 10**

**Outcomes for Service Users**

	<b>Older People</b>	<b>Physical Disabilities Sensory Impairment</b>	<b>Learning Disability</b>	<b>Mental Health</b>	<b>Total</b>
Community Care Assessment & Services	146	9	35	0	<b>190</b>
Increased Monitoring	55	4	28	6	<b>93</b>
No Further Action	39	0	19	1	<b>59</b>
Vulnerable Adult removed from property or service	34	1	13	0	<b>48</b>
Moved to increase / Different Care	29	1	7	2	<b>39</b>
Restriction/management of access to alleged perpetrator	10	0	10	3	<b>23</b>
Referral to Counselling /Training	3	4	11	2	<b>20</b>
Application to change appointee-ship	8	2	2	0	<b>12</b>
Referral to advocacy scheme	6	0	1	1	<b>8</b>
Management of access to finances	5	0	2	1	<b>8</b>
Other	4	1	2	1	<b>8</b>
Application to Court of Protection	3	0	0	0	<b>3</b>
Civil Action	0	0	1	0	<b>1</b>
Guardianship/Use of Mental Health act	0	0	0	0	<b>0</b>
Review of Self-Directed Support (IB)	0	0	0	0	<b>0</b>
Referral to MARAC	0	0	0	0	<b>0</b>
<b>Total</b>	<b>342</b>	<b>22</b>	<b>131</b>	<b>17</b>	<b>512</b>



**Specific outcomes – person alleged to have caused harm**

Chart 11 shows the outcomes for the person alleged to have caused harm which were collected from 434 cases concluded during 2010/11 in accordance with the requirements of the Department of Health. Each case may have more than one outcome. The most common outcome for the person alleged to have caused harm is 'no further action', which was the outcome in 186 cases and relates to the fact that abuse is not substantiated in a high proportion of cases.

It is significant there has been police action in 106 cases (an increase from 43 cases last year) and police prosecution/caution in 13 cases (an increase from 2 cases last year).

In 20 cases, the person alleged to have caused harm was removed from the property (a decline from 25 cases last year). In 26 cases, there was disciplinary action against a staff member (an increase from 20 cases last year).

**Chart 11**

**Outcomes for person alleged to have caused harm**

	<b>Older People</b>	<b>Physical Disabilities Sensory Impairment</b>	<b>Learning Disability</b>	<b>Mental Health</b>	<b>Total</b>
No Further Action	143	2	39	2	<b>186</b>
Police Action	64	5	34	3	<b>106</b>
Management of access to the Vulnerable Adult	22	1	15	6	<b>44</b>
Counselling/Training/Treatment	19	5	6	0	<b>30</b>
Disciplinary Action	15	1	10	0	<b>26</b>
Removal from property or service	16	1	2	1	<b>20</b>
Action by Care Quality Commission	17	0	1	0	<b>18</b>
Community Care Assessment	15	1	1	1	<b>18</b>
Continued Monitoring	13	0	4	0	<b>17</b>
Criminal Prosecution / Formal Caution	9	0	3	1	<b>13</b>
Not Known	5	0	3	0	<b>8</b>
Exoneration	0	2	5	0	<b>7</b>
Referred to PoVA List / ISA**	1	0	1	0	<b>2</b>
Action by Contract Compliance	1	0	1	0	<b>2</b>
Referral to MAPP	0	0	1	0	<b>1</b>
Action under Mental Health Act	0	0	0	1	<b>1</b>
<b>Total</b>	<b>340</b>	<b>18</b>	<b>126</b>	<b>15</b>	<b>499</b>

\*\*Referral to Protection of Vulnerable Adults list run by Independent Safeguarding Authority for consideration of barring from work with vulnerable adults.



## 5. BSAB work plan 2011/12

The work plan for the next three years will build on the five objectives agreed by partners and service users in the new BSAB Safeguarding Adults Strategy 2011-14:

1. **Awareness:** continue to improve awareness of the signs of abuse and neglect and know how to report concerns.
2. **Services:** ensure all services adhere to the highest standards of safety for service users.
3. **Practice:** promote consistent safeguarding practice by robust quality assurance and performance information.
4. **Choice:** encourage vulnerable people to take control of their situations.
5. **Capacity:** Safeguard vulnerable adults who lack the ability to make decisions that would protect them from harm.

### Significant tasks from the 2011/12 work plan are:

- Implementation of 'Safeguarding adults in London, Policy and Procedures' across the Bromley adult safeguarding partnership in June 2011. This will require all partners to be aware of the new procedures and updating of local protocols for practitioners.
- Commissioning an external agency to maximise the collection of feedback from service users and their advocates, about their experience of the safeguarding process. The evidence gained will be used to develop actions to make improvements to practice.
- Audit of health and social care settings to determine awareness of Mental Capacity Act 2005 principles, and compliance with the Deprivation of Liberty Safeguards, and to make recommendations to improve outcomes for service users.

The BSAB work plan 2011/12 is attached (Appendix 1)





## **6. Appendices**

**Appendix 1: BSAB work plan 2011/12**

**Appendix 2: Analysis of Safeguarding Spend 2010/11**

## Appendix 1

### AWARENESS

In 2011/12 the Board will continue to raise awareness through the Bromley council website, the Newsletter, factsheets, leaflets and posters to ensure community awareness of how to recognise and report abuse. The Board will use the 2011 BSAB conference to explore current trends in adult safeguarding and will ensure that partner organisations and the wider community know how to report concerns appropriately.

**OBJECTIVE 1** Continue to improve awareness about how to spot the signs of abuse and when to report it to the Lead Agency

#### Priorities:

1.1 Promote the role of the community in safeguarding vulnerable adults, including those at risk of severe self-neglect.

1.2 Minimise the risk to vulnerable adults who privately buy care services, through a marketing campaign targeted at the independent sector.

1.3 Ensure accessible, effective safeguarding material and guidance is available to the general public to support them in their safeguarding role.

Task	Desired Outcome	By whom	By when	Overseen by
Mail out to 40+ faith groups and 30+ small community groups.	Increase community knowledge of adult safeguarding	Safeguarding Adults Coordinator	30.09.11	T&A Sub-group
Ensure service users and their families/advocates are well informed through new social care website 'My Life', on how to reduce risks when purchasing their own care, and the use of accredited providers who meet agreed standards in prevention, recognition and reporting of abuse and neglect is promoted.	People can access quality assured information, advice and guidance that meets the needs of all people in the community.	Supporting Independence in Bromley	30/04/2011	T&A Sub-group
Raise awareness of hate crime, 'scams' and rogue traders, abuse and neglect and how to report it amongst service users their informal carers, the general public and staff groups.	Community safety is improved through engagement with the council and other agencies to reduce harassment and risks to people in situations of ongoing vulnerability.	Safer Bromley Partnerships/BSAB Partners/Conference Sub-Group	Newsletter 30.04.11 Conference 22.09.11	T&A Sub-group

## SERVICES

Partners comply with local and national safeguarding guidance and relevant and guidance to prevent the abuse or neglect of vulnerable adults using directly provided services, services commissioned by a partner organisation or a service purchased by a vulnerable adult.

**OBJECTIVE 2:** Ensure all services that are commissioned, regulated or accredited by the BSAB partners adhere to the highest standards of safety for service users

### Priorities:

2.1 Ensure each partner is able to demonstrate the quality of the service it endorses, and that emerging safeguarding issues are reported to the BSAB for oversight.

2.2 Continue to promote and review the provider training programme as the wider health and social care workforce changes in line with the Supporting Independence in Bromley Programme

2.3 Continue successfully engaging with endorsed providers to ensure services are developed that meet the current and future needs of vulnerable adults.

Activity	Desired Outcome	By whom	By when	Overseen by
NHS guidance, (Safeguarding adults: the role of NHS commissioners; Department of Health, Mar 2011) is used to evaluate current commissioning arrangements.	Service users are safe in the services commissioned on their behalf.	Oxleas, Bromley PCT commissioners, South London Healthcare Trust.	31.03.12	PPP Sub-group
Review allocation of training places to providers in line with changes in health and social care workforce to ensure vulnerable people are safeguarded	Service users are protected by those who come into contact with them whether as a result of a commissioned service or through directly provided care.	Commissioners of health and social care in all partner organisations.	30.09.11	T&A Sub-group
Monitor safeguarding alerts arising from concerns about neglect or abuse by a provider or directly purchased care and make recommendations for action to commissioners.	Lessons are learnt from safeguarding investigations and service users benefit from improved services.	Adult Safeguarding manager/Care homes review Group/Commissioners of services/ supporting Independence in Bromley	Ongoing	PAQ Sub-group

## PRACTICE

It is the policy of the Bromley Safeguarding Adults Board to drive continuous improvements in the standard and consistency of safeguarding practice in its overview of safeguarding activity. It is supported to deliver this objective in the scrutiny role of the Performance Audit and Quality Sub-group, the Adult Safeguarding Manager as lead professional for safeguarding practice, the specialist safeguarding leads within the statutory partner agencies and consultant lead practitioners to monitor and promote effective safeguarding practice within lead agency teams. The process of continuous improvement and review is also reflected in the Boards Safeguarding Training strategy and the Safeguarding Competence framework which ensures that the workforce is trained to agreed practice standards. Learning from casework is also incorporated into the annual review of the required competences and the content of the annual training plan to ensure developing needs are met.

**OBJECTIVE 3** Continue to promote consistent safeguarding practice across agencies underpinned by robust quality assurance & scrutiny mechanisms & reliable, timely performance information.

### Priorities:

3.1 Ensure learning from quality audits is embedded into safeguarding practice and leads to improves outcomes for vulnerable adults

3.2 Demonstrate how risks to vulnerable adults are being reduced by good practice captured through an embedded BSAB performance outcomes framework and a developed scrutiny function.

3.3 Ensure all safeguarding legislation, learning from national enquiries and national health NHS guidance for this year is applied to

Activity	Desired Outcome	By whom	By when	Overseen by
Partners report on implementation improvement plans following safeguarding audits.	BSAB safeguarding practice standards are reviewed and action taken to address any problems identified.	All partners	Regular reports to PAQ subgroup	PAQ Sub-group
Develop and implement an improved process for service user/advocate feedback.	Feedback is used to assess partner performance and improve outcomes for service users.	Adult Safeguarding Manager/local service user and advocacy groups.	30.09.11	PAQ Sub-group
Support Implementation of London multi-agency policy and procedures by production and publication of local toolkit for professionals	There is a consistent, effective and proportionate response to safeguarding concerns.	Adult Safeguarding Manager All partners.	30.06.11	PPP Sub-group

## CHOICE

Ensuring that people know about making the right choice about delivery of their care and are informed about making safe choices. The Board will ensure that people who are the most vulnerable members of the community have access to those services which will keep them safe, Community Safety, Safer Neighbourhood Teams, Trading Standards and the Home Fire Safety Initiative. In situations where a service user lacks the ability to make a decision that will keep themselves or theirs safe from significant harm, we will ensure that the delivery of services conforms to the highest standards of care. Through an effective strategy the Board will promote activities which enable people to exercise choice and make informed decisions about the risks they choose to take.

### **OBJECTIVE 4 Continue to support vulnerable adults to maximise their independence & quality of life by encouraging them to take control of their situations, including positive risk taking**

#### **Priorities:**

4.1 Minimise the risk of abuse, particularly financial abuse, to vulnerable people who choose to privately buy their own care services, by continuing to work with established, well-placed organisations within the borough.

4.2 Ensure vulnerable adults who are eligible for Council-funded services, particularly those who choose to receive some or all of that care via a direct payment, are provided with guidance about how to safeguard themselves.

4.3 Empower vulnerable adults to take control of their lives by ensuring that the positive risk taking policy is embedded into working practice.

Activity	Desired Outcome	By whom	By when	Overseen by
Ensure that effective systems are put in place to ensure safeguarding standards are met in accredited services/registered personal assistants.	People can access safe services and support.	LBB Contracts and commissioning/care providers	31.10.11	PPP Sub Group
Ensure Bromley 'My Life' website includes accessible information for service users, families and informal carers on preventing abuse.	People can access quality assured information, advice and guidance that meets the needs of all people in the community.	LBB Adult and Community Services	30.04.11	T and A Sub group
Check through audit that positive risk taking policy is being used by practitioners and report back to BSAB.	Vulnerable people are empowered to express their wishes, to exercise control over their lives and supported to manage risks.	LBB Adult and Community Services	30.09.11	PAQ Sub Group

## Bromley Safeguarding Adults Board Annual Report - 2010/2011



### CAPACITY

The Board will continue to promote the core principles of the Mental Capacity Act and ensure that they are incorporated into all its processes, and reflected in the practice standards of practitioners, that care providers and clinical staff in health settings are compliant with the Deprivation of Liberty of Safeguards and that families of adults who lack the capacity to make a decision that will safeguard them from harm, are aware of the legislative framework to ensure the safety of all concerned.

### OBJECTIVE 5 Continue to safeguard vulnerable adults who lack the ability to make a decision that will safeguard themselves or others from significant harm.

#### Priorities:

5.1 Minimise the risk to vulnerable adults who lack capacity in homes rated as 'adequate' through a targeted training programme

5.2 Reduce the risk to vulnerable adults who may lack ability to make decisions by ensuring that adult safeguarding work is fully compliant with the principles of the Mental Capacity Act.

5.3 Continue to safeguard vulnerable adults using commissioned services by ensuring that contracts contain adequate reference to the Mental Capacity Act and the Deprivation of Liberty Safeguards.

Activity	Desired Outcome	By whom	By when	Overseen by
Training in the core principles of the Mental Capacity Act and Deprivation of Liberty Safeguards is delivered to those care homes assessed as 'adequate' by the Care Quality Commission.	People who may lack mental capacity are treated with respect and dignity and their rights are upheld.	Mental Capacity Act Lead/private care homes	30.11.11	MCA LIN
Evaluate compliance with Mental Capacity Act and Deprivation of Liberty Safeguards in NHS and private care establishments (Total 8 hospital wards and establishments)	No vulnerable person is subject to an illegal deprivation of liberty	All NHS Partners, private care homes, mental capacity act lead, quality assurance manager, clinical governance leads	30.11.11	MCA LIN/ PAQ Subgroup
Ensure all contracts for commissioned services contain clauses requiring compliance with Mental Capacity Act and Deprivation of Liberty Safeguards	The rights of service users who may lack mental capacity are upheld.	All NHS Partners, London Borough of Bromley.	30.04.12	MCA LIN/ PAQ Subgroup

## Appendix 2

### BROMLEY SAFEGUARDING ADULTS BOARD BUDGET OUTTURN REPORT

Description	Revised Budget £	Total Outturn £	Variance £
<b>EXPENDITURE</b>			
Publicity & Awareness	1,410	1,674	264
Publicity & Awareness Contingency	1,500	0	(1,500)
Training Strategy	29,000	22,940	(6,060)
Training Room Hire	2,000	2,640	640
Purchase of E-Learning System	7,500	0	(7,500)
Training Contingency	2,500	0	(2,500)
Professional Subscriptions	225	974	749
BSAB Conference Expenditure	3,500	3,386	(114)
Serious Care Reviews	0	0	0
<b>Total Expenditure</b>	<b>47,635</b>	<b>31,614</b>	<b>(16,021)</b>
<b>INCOME</b>			
Balance Bfwd	(16,305)	(16,305)	0
Donations	0	0	0
Contributions from Met Police	(5,000)	(5,000)	0
Contributions from Oxleas NHS Trust	(5,000)	(5,000)	0
Contributions from South London Health Trust	(5,000)	(5,000)	0
Contributions from Bromley Primary Care Trust	(8,000)	(8,000)	0
Contributions from LBB	(8,500)	(8,500)	0
Contributions from LBB - Training Grant	0	(325)	(325)
<b>Total</b>	<b>(47,805)</b>	<b>(48,130)</b>	<b>(325)</b>
<b>Balance Cfwd</b>	<b>(170)</b>	<b>(16,516)</b>	<b>(16,346)</b>

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Report No.  
RES11079

London Borough of Bromley

Agenda  
Item No.

PART 1 - PUBLIC

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**Decision Maker:** Public Protection and Safety PDS Committee

**Date:** 20<sup>th</sup> September 2011

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

**Title:** WORK PROGRAMME 2011/12

**Contact Officer:** Helen Long, Senior Democratic Services Officer  
Tel: 020 8313 4595 E-mail: Helen.Long@bromley.gov.uk

**Chief Officer:** Mark Bowen, Director of Resources

**Ward:** All

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1. Reason for report

This report provides an opportunity for the Committee to consider its work programme and make any necessary adjustments.

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2. **RECOMMENDATION(S)**

2.1. **That the Committee considers its work programme and indicates any changes that it wishes to make.**

### Corporate Policy

1. Policy Status: Existing policy. "Building a Better Bromley"
  2. BBB Priority: Excellent Council.
- 

### Financial

1. Cost of proposal: No cost
  2. Ongoing costs: N/A.
  3. Budget head/performance centre: Democratic Services
  4. Total current budget for this head: £344,054
  5. Source of funding: Existing 2011/12 revenue budget
- 

### Staff

1. Number of staff (current and additional): There are 10 posts in the Democratic Services Team (9.22 fte).
  2. If from existing staff resources, number of staff hours: Maintaining the Committee's work programme takes less than an hour per meeting.
- 

### Legal

1. Legal Requirement: No statutory requirement or Government guidance.
  2. Call-in: Call-in is not applicable. This report does not involve an Executive decision
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): This report is primarily for the benefit of Members of the Committee, to enable them to plan their future meetings.
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.
2. Summary of Ward Councillors comments: N/A

### 3. COMMENTARY

- 3.1 This report presents the Committee's updated work programme – see **Appendix 1**. The Work Programme has been updated following the committee's last meeting and includes all dates for the 2011/12 Council year. The Council's Policy Development and Scrutiny Toolkit provides guidance and on Selecting Topics (chapter 7) and Setting Work Programmes (chapter 8.)
- 3.2 The Executive and Resources PDS Committee recommends that all PDS Committees should monitor the Council's Forward Plan of Key Decisions for their respective portfolios and use it to identify issues where they could contribute views in advance of Executive decisions being made. The last edition of the Council's Forward Plan was published on 15<sup>th</sup> July 2011.
- 3.3 As part of their work programmes, PDS Committees may appoint Member working groups to carry out reviews of particular issues and develop recommendations for consideration by the Executive and the Portfolio Holder.
- 3.4 The Police and Justice Act 2006 put in place provisions under Sections 19 and 20 for the scrutiny of Crime and Disorder Reduction Partnerships. The bulk of these provisions came into force on 30 April 2009. However, the provisions putting in place a Councilor Call for Action for crime and disorder issues, came into force 1 April 2009. The Committee may wish to review its powers under the Police and Justice Act 2006 from time to time.

<b>Non-Applicable Sections:</b>	Policy/Financial/Legal/Personnel
Background Documents: (Access via Contact Officer)	Previous Work Programme Reports

**PUBLIC PROTECTION AND SAFETY DEPARTMENT FORWARD PROGRAMME 2011-2012**

Report Title	Report Author	Pre-Scrutiny (Y/N)	Referred		Information	Deadline to Helen Long
			From	To		
<b>Public Protection and Safety Policy Development and Scrutiny Committee 28<sup>th</sup> June 2011</b>						
Matter Arising from Previous Meetings	HL	No				
Portfolio Holder Decisions	HL	No				
Schedule of visits	CN/HL	No				
Work Programme	HL	No				
Budget Reports	CM	Yes				
Enforcement Activity – 6 month update	CD	Yes				
Co-opted members.	HL	No				
Fire reduction Officer	CN	Yes			Deferred to 26 <sup>th</sup> July	
<b>Public Protection and Safety Policy Development and Scrutiny Committee 26<sup>th</sup> July 2011</b>						
Matter Arising from Previous Meetings	HL	No				
Portfolio Holder Decisions	HL	No				
Schedule of visits	CN/HL	No				
Work Programme	HL	No				
Budget Reports	CM	Yes				
Licensing Fees	CD					
Out of Hours Noise – Savings Options	CD					
Fire reduction Officer – outcome of discussions	CN	Yes			Deferred	
<b>Children and Young People Policy Development and Scrutiny Committee 29<sup>th</sup> November 2011 (members to attend for the first item)</b>						
Youth Offending team Annual Report	<b>CN/KW</b>					<b>Report to Philippa Stone</b>

Report Title	Report Author	Pre-Scrutiny (Y/N)	Referred	Information	Deadline to Helen Long
<b>Public Protection and Safety Policy Development and Scrutiny Committee</b>					
<b>20<sup>th</sup> September 2011</b>					
Matter Arising from Previous Meetings	HL	No			
Portfolio Holder Decisions	HL	No			
Police Update					
Schedule of visits	CN/HL	No			
Budget Reports	CM	Yes			
Work Programme	HL	No			
DAT	CL/DP			Claire Lynn and Dave Prebble – Reminders sent 2/8/11	
OIP Food Safety Inspections	PLH				
Mentoring - Update	JMC/CD			Inc. Structure and spending	
Vulnerable adults and Elderly Protection - Overview					
Annual report on Safeguarding Adults				Susannah Simpson	
Baseline Youth Project?				Danny Vance to do a report on how the grant was spent?	
<b>Safer Bromley Partnership</b>					
<b>Public Protection and Safety Policy Development and Scrutiny Committee</b>					
<b>25<sup>th</sup> October 2011</b>					
Matter Arising from Previous Meetings	HL	No			
Portfolio Holder Decisions					
Schedule of visits	HL	No			

Report Title	Report Author	Pre-Scrutiny (Y/N)	Referred	Information	Deadline to Helen Long
Work Programme	HL	No			
Budget Monitoring	CM	Yes			
Elderly Protection	CN	Yes		Invite Cora green - Victim Support, Rob Vale – Rogue traders, Susannah Simpson – Elderly Protection team and Maureen Falloon - Age UK	
Partnership Budget					
Police Update					
<b>Public Protection and Safety Policy Development and Scrutiny Committee</b>					
<b>22<sup>nd</sup> November 2011</b>					
Matter Arising from Previous Meetings	HL	No			
Portfolio Holder Decisions					
SBP Agenda		No			
Schedule of visits	HL	No			
Work Programme	HL	No			
Environmental Protection presentation					
Police Update					
<b>Safer Bromley Partnership</b>					
<b>Public Protection and Safety Policy Development and Scrutiny Committee</b>					
<b>24<sup>th</sup> January 2012</b>					
Budget Monitoring	CM	Yes			

Report Title	Report Author	Pre-Scrutiny (Y/N)	Referred		Information	Deadline to Helen Long
Matter Arising from Previous Meetings	HL	No				
Portfolio Holder Decisions						
Schedule of visits	HL	No				
Work Programme	HL	No				
Update on the out of hours pilot	PLH	Yes				
Police Update						
<b>Public Protection and Safety Policy Development and Scrutiny Committee 13<sup>th</sup> March 2012 (joint meeting with ACS starting in the Council Chamber at 6pm)</b>						
Safer Bromley Partnership Budget						
Strategic Assessment						
Bethlam Hospital - Update						
Beckenham and West Wickham Town Centre Working Party update						
Presentation by James Cleverly						
DAT Annual Report					With ACS	
Update on licensing fees						
Update on the Out of Hours Service pilot	JG					

Other Items to be scheduled
Integrated offender management/probation
ASBO
Outcome of shared regulatory discussions
Presentation by Safer Neighbourhood Officers
Update of Safer Neighbourhood Officers – Fire Reduction

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