

saferbromley partnership

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London Borough of Bromley

22 September 2011

To: Members of the

saferbromley partnership

STRATEGIC GROUP

Councillor Tim Stevens J.P. (Chairman)
Rob Clarke, (London Probation Service)
James Cleverly, (Metropolitan Police Authority)
Sue Cooper, (Affinity Sutton)
Judith Cross, (Bromley Community Engagement Forum)
Nigel Davies, (LBB Director, Environmental Services)
Clive Davison, (LBB Assistant Director, Public Protection)
Charles Griggs, (Borough Police Commander)
Andrew Holcombe, (Borough Commander, Fire Services)
Jean Levy, (Community Links Bromley)
Jim McGowan, (LBB Head of Environmental Protection)
Ulanta Messeter, (Magistrates Court)
Paula Morrison, (Bromley PCT)
Howard Oldstein, (The Glades)
Doug Patterson, (LBB Chief Executive)
Tracy Pidgeon, (London Ambulance Service)
Simon Schutte, (UK Border Agency)
Selene Grandison, (SE London Probation Service)
Sarah Walker, (Metropolitan Police Authority)
Angela Williams-Brown, (Federation of Bromley Housing Associations)
Non Voting Members: Councillor Reg Adams and Councillor Julian Benington

A meeting of the Safer Bromley Partnership Strategic Group will be held at Committee Rooms, Bromley Civic Centre on THURSDAY 29 SEPTEMBER 2011 at 10.00 am

A G E N D A

- 1 INTRODUCTIONS / APOLOGIES FOR ABSENCE
- 2 MINUTES OF LAST MEETING / MATTERS ARISING (Pages 3 - 10)

3 PERFORMANCE MANAGEMENT REPORT (Pages 11 - 20)

4 PORTFOLIO HOLDER VERBAL UPDATE

5 OPERATIONAL UPDATES

a VERBAL REPORT FROM POLICE REGARDING THE RECENT DISTURBANCES (Pages 21 - 26)

b VERBAL REPORT FROM OTHER AGENCIES REGARDING THE RECENT DISTURBANCES

6 REVIEW OF PARTNERSHIP INITIATIVES

a VICTIM SUPPORT YOUTH INTERVENTION PROJECT - 3 YEAR REPORT (Pages 27 - 32)

b MENTORING INITIATIVE (Pages 33 - 40)

c PROTECTING THE ELDERLY AND VULNERABLE (Pages 41 - 48)

7 SAFER BROMLEY NEWS - AUTUMN ISSUE UPDATE

8 REPORTS FROM SUB-GROUPS (Pages 49 - 52)

(Tactical Group Report, DAT Report, YOT Report, Arson Sub Group Report and Bromley Community Engagement Forum) – (Verbal reports)

9 INFORMATION ITEMS

a BROMLEY COMMUNITY ENGAGEMENT FORUM MINUTES (Pages 53 - 58)

10 ANY OTHER BUSINESS

11 DATE AND TIME OF NEXT MEETING

10.00am, Thursday 15th December 2011

10.00am, Thursday 22nd March 2012

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Agenda Item 2

SAFER BROMLEY PARTNERSHIP STRATEGIC GROUP

Minutes of the meeting held at 10.00 am on 30 June 2011

Present:

Councillor Tim Stevens J.P. (Chairman)
Councillor Julian Benington
Rob Clarke, (London Probation Service)
Sue Cooper, (Affinity Sutton)
Judith Cross, (Bromley Community Engagement Forum)
Clive Davison, (LBB Assistant Director, Public Protection)
Charles Griggs, (Borough Police Commander)
Andrew Holcombe, (Borough Commander, Fire Services)
Jean Levy, (Community Links Bromley)
Paula Morrison, (Bromley PCT)
Colin Newman, (LBB Head of Community Safety)
Angela Williams-Brown, (Federation of Bromley Housing Associations)

Also Present:

Councillor Douglas Auld
Susie Clark, (LBB Communications Officer)
Carmel Creech, (UK Border Agency)
Martin Huxley, (Deputy Borough Commander)
Pratheepan Jeyapragasam, (Crime Analyst)
Councillor Kate Lymer
Jane Oakley, (Bromley Gypsy Traveller Project)
Lulu Pearce, (Bromley Community Engagement Forum)
Dave Prebble, (Metropolitan Police)
Elayne Stewart, (Youth Offending Team)

1	INTRODUCTIONS / APOLOGIES FOR ABSENCE	Action
	<p>Apologies were received from Councillor Reg Adams, James Cleverley (Metropolitan Police Authority), Nigel Davies (LBB Director, Environmental Services), Howard Oldstein (The Glades), Tracy Pidgeon (London Ambulance Service), Simon Schutte (UK Border Agency) and Sarah Walker (Metropolitan Police Authority).</p> <p>The Chairman proposed that Angela Williams-Brown be invited to join the Safer Bromley Partnership as a representative of the Federation of Bromley Housing Associations. This was seconded by the Borough Commander and agreed by members of the Partnership.</p>	
2	CONFIRMATION OF CHAIRMAN 2011/12	Action
	<p>Councillor Tim Stevens J.P. was confirmed as the Chairman of the Safer Bromley Partnership.</p>	

<p>3</p>	<p>MINUTES OF LAST MEETING / MATTERS ARISING</p> <p>The notes of the last meeting held on 24th March 2011 were received.</p> <p>It was noted:</p> <p>Minute 2 – Minutes of Last Meeting/Matters Arising– The Borough Commander confirmed that work to approach all registered social landlords in the Borough seeking funds for the Safer Bromley Van Initiative would be undertaken shortly.</p> <p>Minute 7 – Home Office Consultation – More Effective Responses to Anti Social Behaviour – The Borough Commander thanked partners for contributing towards the Partnership response to the consultation and noted that the approach to tackling anti-social behaviour was unlikely to change before 2012/13.</p> <p>Minute 8 – Prevent Grant – The Borough Commander confirmed that the Council’s Executive had agreed funding for a project to deliver mentoring services for young people most at risk of developing criminal and anti-social behaviour.</p> <p>Minute 12 – Reports from Sub Groups – The Borough Commander confirmed that an update on the work of the Drug Action Team had been provided to the Public Protection and Safety PDS Committee.</p> <p>It was AGREED that the minutes be approved.</p>	<p>Action</p>
<p>4</p>	<p>PERFORMANCE MANAGEMENT REPORT 2010/2011</p> <p>Consideration was given to the performance monitoring report for 2010/11 (full year).</p> <p>The majority of the targets had a Green rating, reflecting positive progress during the year against a number of challenging targets. This included a Green rating against the indicator for reducing offences of assault with injury, and continued reductions in offences of violence and of criminal damage. However a small number of targets had been rated Red or Amber.</p> <p>There was an amber indicator around numbers attending domestic violence one stop shop. This target showed delivery of 86% in relation to anticipated numbers attending the one stop shop. Detailed analysis of the attendee lists was currently underway and targeted advertising campaigns were planned for 2011/12.</p> <p>There was an amber indicator around NI 28 Reduce Knife Crime Rate target, which had been missed by 17 (6% of the target). The Head of Community Safety highlighted that the category included incidents where no weapon was used or seen, but was intimated in the commission of an offence.</p> <p>There was an amber indicator around NI 43 Reduce the number of Young People within the YJS receiving a conviction in Court who are sentenced to custody. This target had been missed by a relatively small margin, and following a review, the Youth Offending</p>	<p>Action</p>

	<p>Service had determined that custodial sentences were appropriate in light of the nature and seriousness of the offences committed. There was one target assessed as 'red', NI 45 90% of young offenders in suitable education, employment or training. Further work was planned in 2011/12 to address this issue within the Youth Offending Service, which would be supported by a new project funded from the European Social Fund. This project was scheduled to commence in July 2011 and would run until 2014.</p> <p>It was AGREED that the Performance Management Report for 2010/11 be noted.</p>	
5	<p>REVIEW OF INITIATIVES FOR PARTNERSHIP/MEMBER PRIORITIES FOR 2010/11</p> <p>Consideration was given to a report providing an overview of progress in relation to the three priorities for action set by the Portfolio Holder for Public Protection and Safety, who also acted as Chairman of the Safer Bromley Partnership in 2010/11. The priority to reduce the harm caused by problematic drug use within the Borough had led to the establishment of the 'Enough is Enough' campaign, bringing together a range of partner agencies to reduce the supply of drugs within the Borough. Operations by the Police and partners agencies had been undertaken throughout 2010/11 which had led to a significant number of arrests and seizure of both drugs and money related to the sale of drugs. Preventative work had also been undertaken including a programme of talks and an advertising campaign. To support the priority focusing on the provision of mentoring for young people at risk of crime and anti-social behaviour, the Portfolio Holder had secured funding for a three year period to develop the service of the Bromley Mentoring Project, which now had a target of 125 mentors and 100 young people, with particular emphasis given to work with the Youth Offending Service and the Anti-Social Behaviour Unit. The need to improve communication and engagement with local residents had also been identified as a priority, and several new notice boards had been installed across the Borough which would display a new information poster.</p> <p>It was AGREED that:</p> <ol style="list-style-type: none"> 1) The progress made in relation to the three priority areas adopted by the Portfolio Holder in 2010/11 be noted. 2) The further development and action to be taken in 2011/12 be supported. 	Action

	<p>measured. Angela Williams-Brown highlighted that Housing Associations conducted regular surveys with their tenants around the perception of anti-social behaviour in their communities. The Police conducted similar surveys around how members of the public felt anti-social behaviour was being tackled in the Borough as well as overall perception of performance by police, and these surveys might contribute to the assessment of performance against the targets.</p> <p>It was AGREED that:</p> <ol style="list-style-type: none"> 1) The proposals that the performance monitoring regime for 2011/12 focus on delivery of four key performance issues be noted. 2) A further report be provided to the next meeting of the Safer Bromley Partnership around measurement of reductions in Anti-Social Behaviour. 3) Consideration of partners around the measurement of public confidence and reassurance (feelings of safety) be noted. 	
9	<p>SAFER NEIGHBOURHOOD REVIEW (VERBAL UPDATE)</p> <p>The Borough Commander gave an update on the outcome of the Safer Neighbourhood Review. Five Safer Neighbourhood Sergeant posts would be lost within the Borough and 10 wards would now share a Ward Sergeant. These wards would be:</p> <ul style="list-style-type: none"> • Plaistow and Sundridge/Bickley • Copers Cope/Shortlands • Chelsfield and Pratts Bottom/Farnborough and Crofton • Orpington/Petts Wood and Knoll • Biggin Hill/Downe <p>There were currently 19 Safer Neighbourhood Sergeants employed across the Borough who would be asked to reapply for the 17 available posts. This process would be completed by September 2011.</p> <p>It was not envisioned that the reduction of Safer Neighbourhood Sergeants would have a significant impact in Bromley as Safer Neighbourhood Teams already worked flexibly over ward boundaries, however there were concerns that as Police Community Support Officers applied to train as police officers, their positions would not be filled.</p> <p>Judith Cross highlighted the importance of engaging with Safer Neighbourhood Panel Chairs to develop understanding about how upcoming changes would impact wards across the Borough.</p> <p>It was AGREED that the update be noted.</p>	Action

<p>10</p>	<p>OPERATIONAL UPDATE (VERBAL UPDATE)</p> <p>The Deputy Borough Commander reported that the police were continuing to achieve a reduction in crime across the Borough, including a reduction of 3% in total notifiable offences up to 19th June 2011 on the previous year, and a reduction in violent crime offences across Bromley.</p> <p>The Police were continuing to support the 'Enough is Enough' programme, working with partners to reduce the supply of drugs within the Borough. G4S had delivered Cash in Transit awareness training to Safer Neighbourhood Teams across the Borough and the Police would also be supporting the launch of the Bromley Safeguarding Children Hub on 15th July 2011.</p> <p>Councillor Benington queried how many residential burglaries were linked to car theft. The Deputy Borough Commander confirmed that Operation Demon had targeted prolific car thieves who were breaking into residences to take car keys in 2010, but that this type of theft had now reduced.</p> <p>Paula Morrison congratulated the Police on their performance over the last five years, which had seen an overall reduction in crime of 25% within the Borough (representing at least 1,766 fewer victims).</p> <p>It was AGREED that the update be noted.</p>	<p>Action</p>
<p>11</p>	<p>ARSON REDUCTION PLAN</p> <p>Andy Holcombe presented the Arson Reduction Plan for the Borough, which aimed to build on the significant reduction in the number of deliberate fires across the Borough in 2010/11.</p> <p>A report outlining proposals to enhance partnership working and achieve reduction in dwelling, non-domestic building and rubbish fires, including creating the post of Fire Reduction Officer for a two year period, was presented to the Partnership. These proposals had been considered by the Public Protection and Safety PDS Committee on 28th June 2011, and the Chairman of the Safer Bromley Partnership would be meeting with Safer Neighbourhood Officers to consider ways of undertaking the necessary work.</p> <p>It was AGREED that:</p> <ol style="list-style-type: none"> 1) The Bromley Arson Reduction Plan be endorsed. 2) The proposal to create a Fire Reduction Officer post be noted. 	<p>Action</p>
<p>12</p>	<p>BCEF WORK PLAN</p> <p>Judith Cross outlined the 2011/12 work plan for the Bromley Community Engagement Forum. The Bromley Community Engagement Forum was staffed entirely by volunteers and</p>	<p>Action</p>

	<p>undertook a wide range of activities including delivering the BCEF Youth Conference and working with a number of partner agencies. A Biggin Hill Youth Careers Day would be held at Biggin Hill airport on 9th September 2011, with a Family Open Day planned for 10th September 2011.</p> <p>It was AGREED that the work plan be noted.</p>	
13	FEEDBACK FROM BCEF OUTREACH DAY	Action
	<p>Judith Cross presented the findings of the Outreach Day held in the Glades Shopping Centre on 26th April 2011. The Safer Transport Team, Safer Neighbourhood Officers and Bromley's Immigration Team had worked with Forum volunteers throughout the day to complete 125 surveys with members of the public. The survey results had highlighted the good work undertaken by the Police to address anti-social behaviour, and indicated that the public perception was that crime on buses had reduced. Cold callers had been identified as a new area of concern. The Chairman congratulated the Bromley Community Engagement Forum on the success of the event, and Judith Cross invited partners to join future BCEF Outreach Days.</p> <p>It was AGREED that the report be noted.</p>	All Partners
14	REPORTS FROM SUB-GROUPS	Action
	<p><u>DAT Report</u> – Dave Prebble reported that referrals to the Drug Intervention Programme had increased by 6%, which placed Bromley in the top quartile in London. A six month pilot project had been established with the Integrated Offender Management Team to support people in the criminal justice system into drug treatment programmes.</p> <p><u>YOT Report</u> – Elayne Stewart reported that the Youth Offending Team was currently undergoing service realignment in response to the Green Paper on Criminal Justice, and that young people were being referred to the Youth Offending Team with increasingly complex needs, including substance misuse. The Youth Offending Team was still seeking appropriate activities for restorative justice, and Elayne Stewart asked partners to identify any potential projects that could be undertaken by young offenders.</p> <p><u>Arson Sub Group Report</u> – Andy Holcombe reported that there had been a recent increase in incidences of arson across the Borough, particularly in Crystal Palace Park, Elmstead Woods and parts of St Mary Cray. The Fire Brigade was working with the Police and Safer Neighbourhood Development Officers to target these areas.</p>	All Partners

	<u>Bromley Community Engagement Forum Report</u> – Judith Cross confirmed that the annual general meeting of the Bromley Community Engagement Forum would be held at 7.00pm on 6 th July 2011 at Bromley Town Football Club and that Commander Bob Broadhurst would be the guest speaker. The Street Pastors had recently joined the Bromley Community Engagement Forum. Following the recent success of the BCEF Youth Conference, a further youth event would be held for young people with learning disabilities on 6 th October 2011.	
15	INFORMATION ITEMS	Action
	(a) The Safer Bromley Partnership would be producing the 'saferbromley news' e-communication on a quarterly-basis, and partners were encouraged to submit articles. (b) The minutes from the meeting of Bromley Community Engagement Forum held on 9 th May 2011 had been circulated for information.	All Partners
16	ANY OTHER BUSINESS	Action
	(a) Paula Morrison queried how the Prevent agenda was being delivered in Bromley. The Head of Community Safety confirmed that there were some ongoing projects being delivered, and that Community Links was now taking a lead on the community engagement elements of the Prevent agenda in the Borough. (b) Andy Holcombe informed partners that a charity aircraft pull would be held at Biggin Hill airport on 10 th July 2011, and invited partners to attend.	All Partners
17	DATE AND TIME OF NEXT MEETING	Action
	10.00am, Thursday 22 nd September 2011 10.00am, Thursday 15 th December 2011 10.00am, Thursday 22 nd March 2012	

The Meeting ended at 11.55 am

Chairman

Meeting:	Safer Bromley Partnership Strategic Group
Date:	29th September 2011
Subject:	Performance Management Report
Author:	Pratheepan Jeyapragasam, Crime Analyst pratheepan.jeyapragasam@bromley.gov.uk

1 SUMMARY

- 1.1 This report provides an update in relation to the targets for the Safer Bromley Partnership agreed in July 2011. The report provides the latest performance monitoring data to 30 June 2011 (Quarter 1)

2 RECOMMENDATION

- 2.1 The Strategic Group is asked to

- Note the performance information contained within the report.

3 BACKGROUND INFORMATION

- 3.3 In light of changes, it was proposed that a new performance monitoring regime was required in order to assess the impact of the Partnership in its objective of making Bromley a Safer place. At the previous meeting of the Partnership, the following Control Strategy Priorities were agreed:

- Crimes against Property
- Violence against Person
- Anti-Social Behaviour
- Public Confidence

- 3.5 These priorities are reflected in the performance framework established by the Metropolitan Police and, as such, it was proposed that these four indicators form the basis of the future performance management regime for the Safer Bromley Partnership. In relation to the first two priorities, it was proposed that targets be set against the indicators of reducing Violent Crime and reducing Property Crime. A summary of the “portfolio” of offences and Anti Social Behaviour that are included within these overarching targets are provided at Appendix 1. As

agreed in the last meeting, only the following four targets would be reported on at each meeting of the Strategic Group:

- Performance Indicator 1* Reduction in number of violent crimes within Bromley
- Performance Indicator 2* Reduction in number of property crimes within Bromley
- Performance Indicator 3* Reduction in levels of recorded Anti Social Behaviour
- Performance Indicator 4* Increased confidence in the fact that Bromley is a safe place

Reporting on individual crime types and detail of individual operations would only be made as a routine if achievement against set targets was not being made or, in some cases, where the measurable rates of individual offences or types of offending were significantly different from expected trends and predicted patterns etc. The management of these operational level issues would be dealt with outside of the Strategic Group at the combined Police/Partnership Tactical Tasking and Coordination Group chaired by the borough Superintendent.

Performance Review 2011/2012

- 3.6 Significant progress has been made in relation to reducing crime and disorder in Bromley. This is reflected not only in the previous year's performance figures but also over the previous five quarters and the following charts provide an indication of the trends in crime in Bromley over the past five Quarters (April 2010 – June 2011). Please note that statistics in relation to the recent disorders will be reported on the next quarter (July – September).

Figure 1 – Total Notifiable Offences

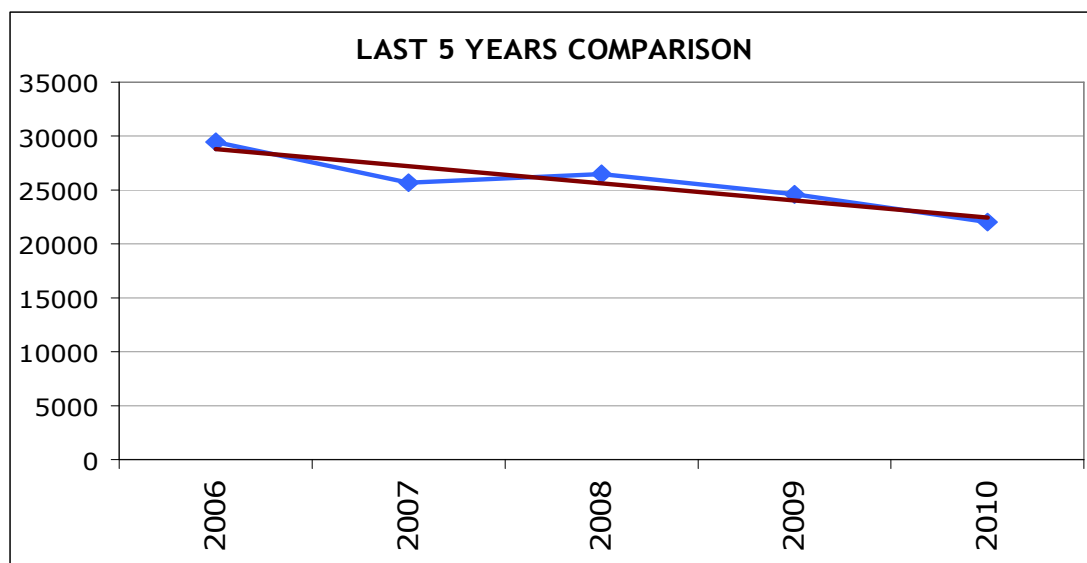
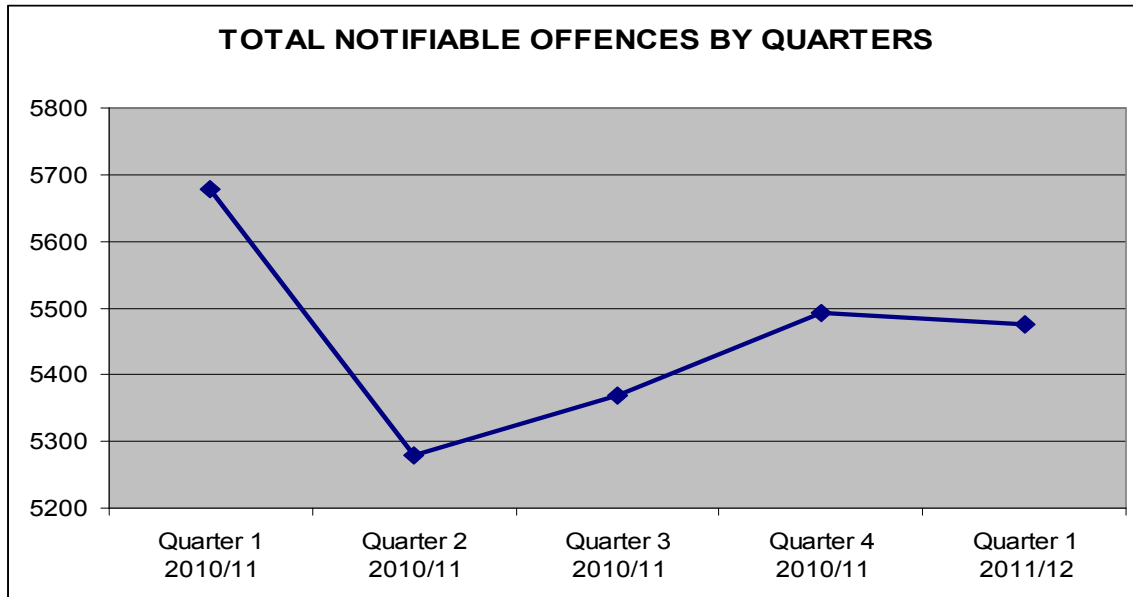


Figure 1.1 – Total Notifiable Offences

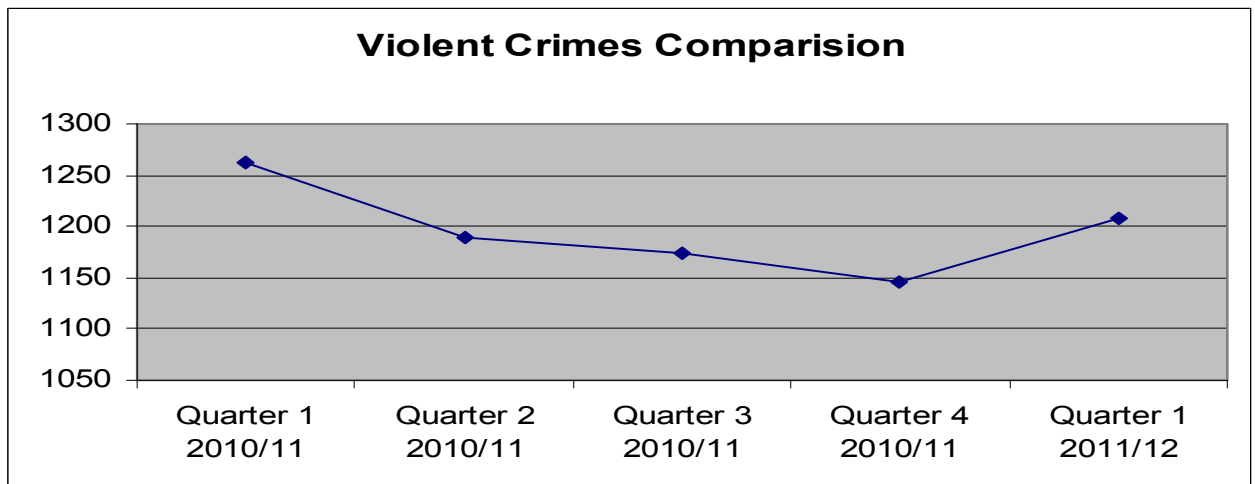


3.6 As can be seen from the figure 1.1 above, the trend over the five quarters in relation to the number of Total Notifiable Offences has shown an increase from Q2 to Q4 last year then slight decline in numbers in Q1 this year. During the April 2011 to June 2011 there were 5476 Total Notified Offences reported to the Police, this represented a reduction of 202 offences compared with the same period previous year.

3.7 Theft and Handling accounted for the highest proportion of offences reported to the police during the reporting period.

Performance Indicator 1- Reduction in numbers of Violent crimes within Bromley

3.8 Offences related to Violent Crimes represent 22% of the Total Notifiable offences in the period of Quarter 1 this year

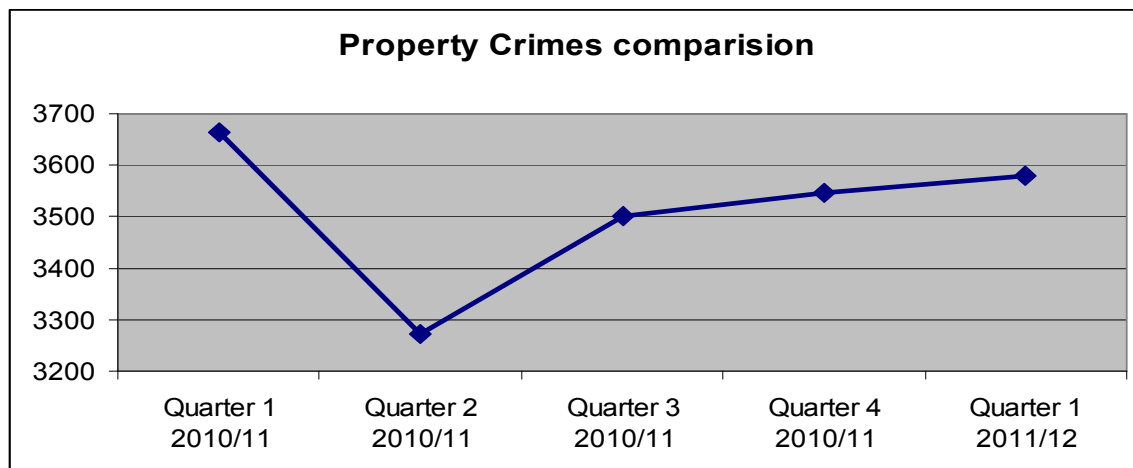


3.9 As can be seen from the figure above, the trend over the last five quarters in relation to the number of Total Violent Offences has been declined in Q1 to Q4 in numbers and then an increase notified in Q1 this year

3.10 During the April 2011 to June 2011 there were 1207 Total Violent Offences reported to the Police, this represented a reduction of 56 offences compared with the same period previous year.

Performance Indicator 2- Reduction in numbers of Property Crimes within Bromley

3.11 Total offences to property Crimes represent 65% of the Total Notifiable offences in the period of Quarter 1 this year

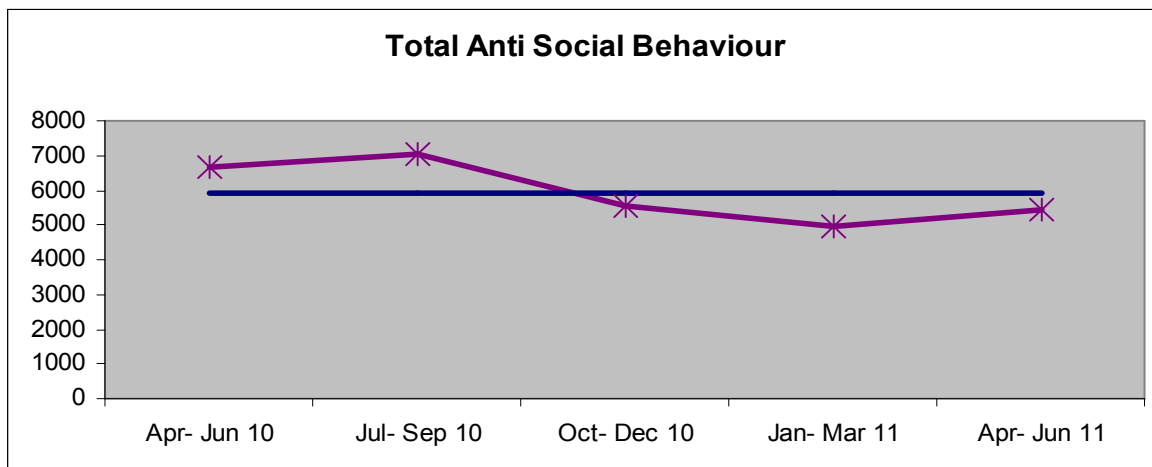


3.12 As can be seen from the figure above, the trend does indicate as marked a reduction over the period of Q1 to Q2. From Q3, it does still indicate an increasing level of offences relates to property crimes.

3.13 During the April 2011 to June 2011 there were 3579 Total Property related Offences reported to the Police, this represented a reduction of 85 offences compared with the same period previous year

Anti-Social Behaviour

As agreed in the last meeting, this is the first time Anti Social Behaviour has been reporting to this SBP Strategic Group. It is still open to members for discussion.

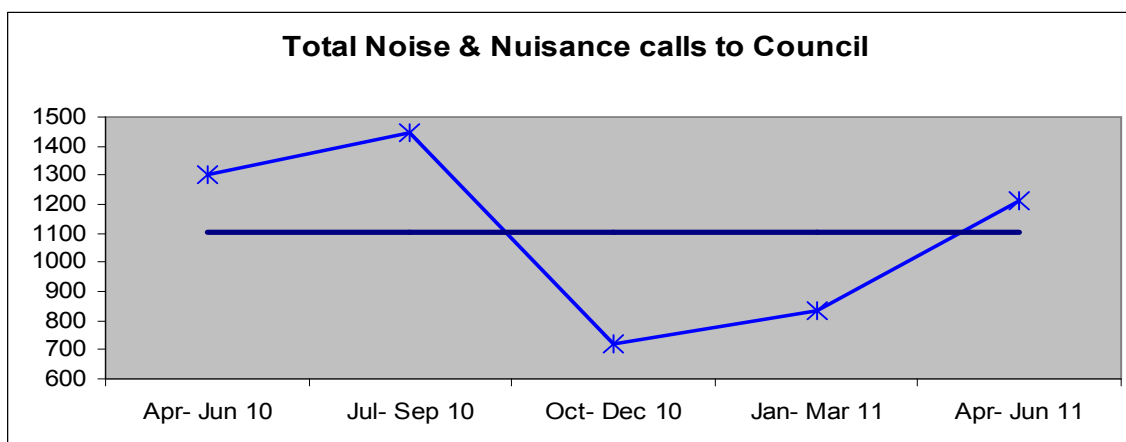


	Apr- Jun 10	Jul- Sep 10	Oct- Dec 10	Jan- Mar 11	Apr- Jun 11
Noise & Nuisance	1302	1444	721	836	1215
ASB to Council	90	153	80	115	181
Fly Tipping Investigation	148	146	149	143	145
ASB to Police	3529	3536	3185	2584	2965
Graffiti	1585	1746	1398	1269	945
Total ABS	6654	7025	5533	4947	5451

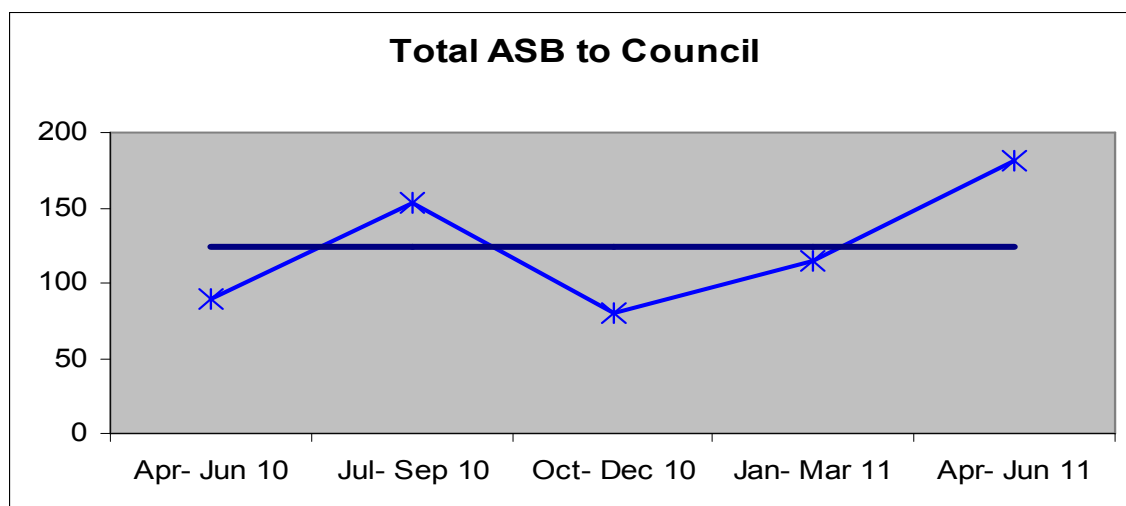
3.14 During the reporting period, the borough has experienced a reduction of 1203 (18%) incidents of ASB reported when compared with the same period last year.

3.15 During the reporting period, 0 Anti-Social Behaviour Orders (ASBOs) and 9 Anti-Social Behaviour Contracts (ABCs) were issued compared with 0 and 18 respectively the same period year before. Whilst no ASBOs have been issued many of the applications were dealt with by other interventions such as premises closures or diversion plans.

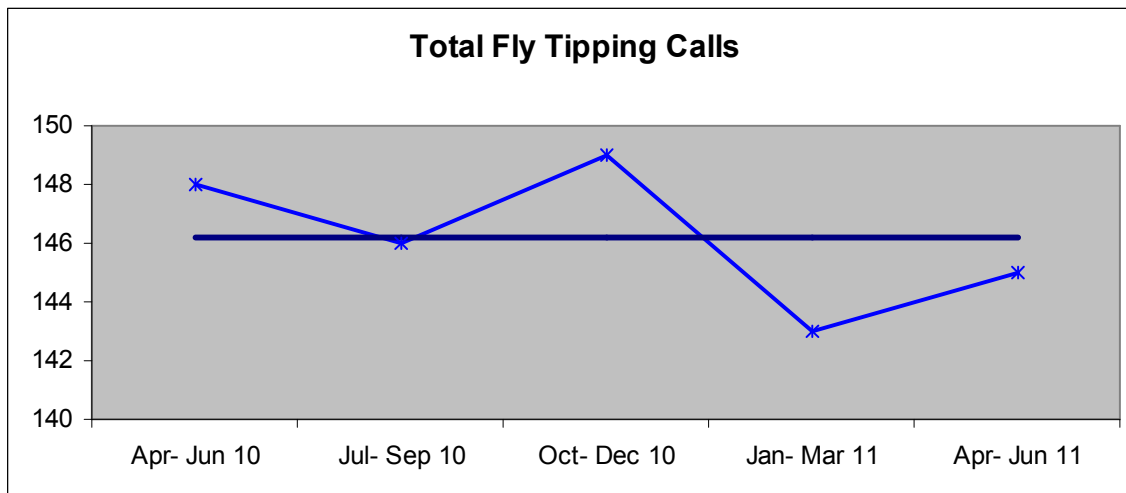
3.16 In average there were 5922 incidents reported/ investigated regarding Anti Social Behaviour in the last five quarters.



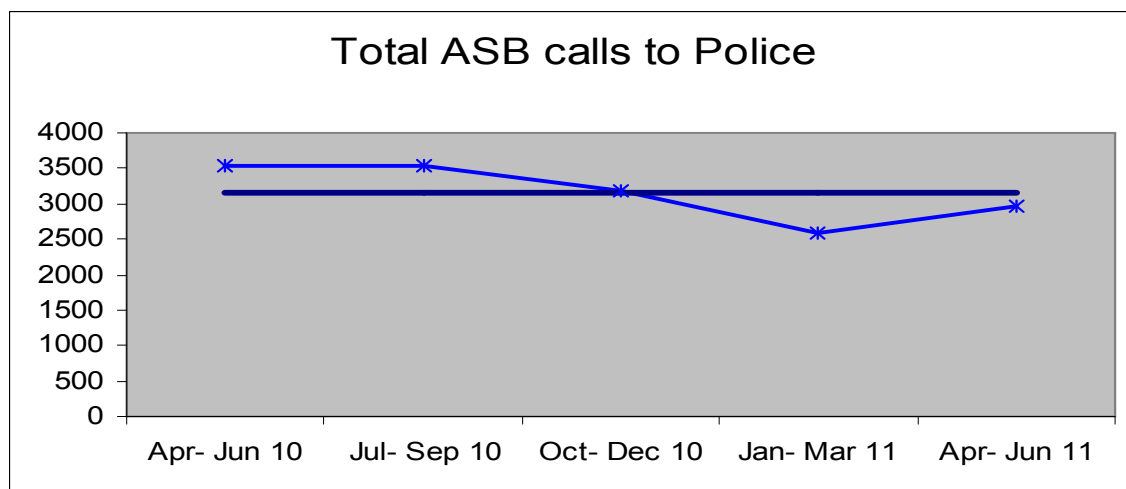
3.17 As can be seen from the figure above, during the reporting period, the borough has experienced a reduction of 87 incidents of Noise and Nuisance ASB reported when compared with the same period last year.



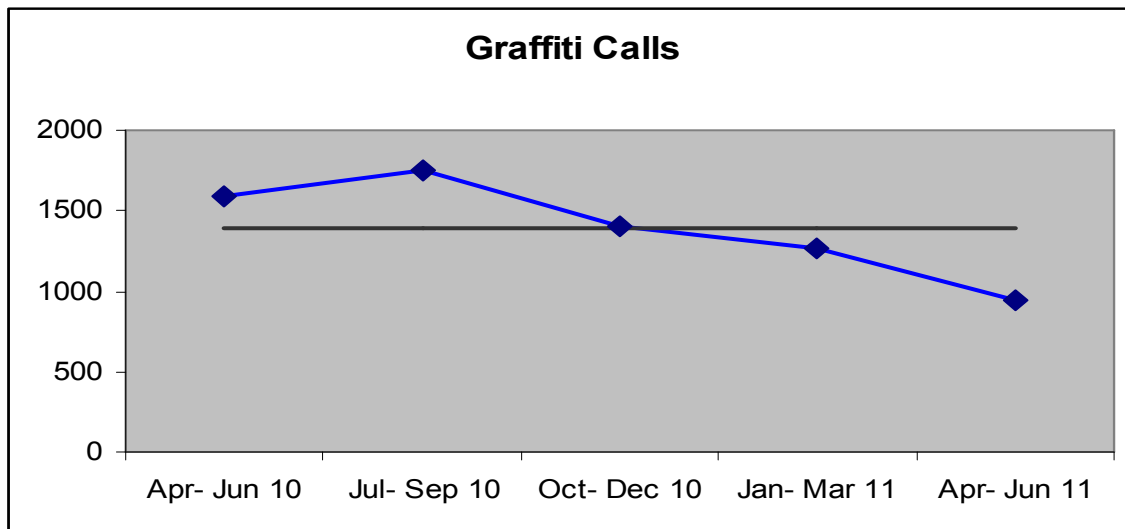
3.18 April to June 2010 the borough has experienced an increase of 91 incidents of ASB reported when compared with the same period last year. As have been introduced the Matrix reporting system for ASB at a higher level and targeting the most vulnerable. This is leading to an increase in referrals from Housing Associations, Police and Local Authority. In addition the Earn your travel back also lead to an increase. As the Matrix system is adopted by more agencies then there will be an increase in referrals. As the public become more aware of us they will report more.



3.19 As can be seen from the figure above, during the reporting period, the borough has experienced a reduction of 3 incidents of Fly Tipping ASB reported when compared with the same period last year.



3.20 This reporting period a reduction of 564 incidents reported to police regarding ASB compare with the same period last year.



3.21 As can be seen from the figure above, during the reporting period, the borough has experienced a reduction of 640 incidents of Graffiti ASB reported when compared with the same period last year. This could be for a number of reasons, increase community engagement, street friends taking a stronger role in the community, more PCSO on the street any of these could lead to less reports of graffiti being made.

APPENDIX 1

Performance Indicator Portfolios:

Violence Portfolio	
Offences	Supporting Measures
Violence with Injury	Domestic Violence
Common Assault	Domestic Violence Sanction Detection Rate
Harassment	Domestic Violence Arrest Rate
Threats/ Conspiracy to Kill	Serious Youth Violence
Blackmail	Knife Enabled Crime
Kidnapping/ False Imprisonment	Knife Enabled Crime Sanctioned Det. Rate
	Gun Crime
	Gun Crime Sanctioned Det. Rate
	Most Serious Violence
	Most Serious Violence Sanctioned Det. Rate

Property Portfolio
Offences:
Personal Robbery
Commercial Robbery
Total Robbery
Residential Burglary
Non-Residential Burglary
Theft/Taking Motor Vehicles
Theft From Motor Vehicles
Theft From Shops
Theft From Person
Theft of Pedal Cycles
Other Theft
Criminal Damage

Anti Social Behaviour Portfolio
ASB:
Noise & Nuisance
ASB to Council
Fly Tipping
ASB to Police
Graffiti

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Report No.
ES11122

London Borough of Bromley

PART 1 - PUBLIC

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

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.

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.

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

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saferbromley partnership

Victim Support Youth Intervention Project 1 September 2010 to 31 August 2011

This is a combined report including the funding from The City Bridge Trust the grant which has enabled Victim Support Bromley to employ a full time Young Peoples'/ Community Domestic Abuse Worker .

Victim Support - Income & Expenditure to Aug 2011 (201205)

Projects like : VS Bromley YP/DV Community

	Year to Aug 2011 (201205)
	Actual
	A
INCOMING RESOURCES	
Voluntary income	
Donations and bequests	-
LB Bromley YOT	2,400
City Bridge Trust	17,850
	<hr/>
	20,250
TOTAL INCOMING RESOURCES	20,250
EXPENDITURE	
People costs	
Employed staff payroll costs	21,960
Indirect staff costs (travel, telephone etc)	3,193
Expenses relating to volunteers	72
Total People costs	25,224
Other costs	
Commissioned services	13
Premises costs	850
Office operating costs	655
Other costs allocations and recharges	2,998
	<hr/>
Total Other costs	4,516
TOTAL EXPENDITURE	29,741
	<hr/>
Incoming/(outgoing) resources	(9,491)
Unrestricted income allocations	9,027
	<hr/>
NET INCOMING/(OUTGOING) RESOURCES	(464)

Shortfall taken from reserves.

Total No. of referrals to Victim Support Bromley 1 Sep 2010 to Aug 2011:
8,348

Inputs

Referrals age 11 to 18 1 Sep 2010 to Aug 2011: 1,033

Females up to age 18 1 Sep 2010 to Aug 2011: 471 (46%)

Males up to age 18 1 Sep 2010 to Aug 2011: 562 (54%)

Outputs: Referrals:

Contacts by worker with all victims in the period:

YP Face to face support sessions: 104

Total letters: 421, total phone contacts: 3,500.

Outputs: Outreach work:

2 Junior Citizen events (one day in LB Lewisham to cover staff shortage) 200
YP year 6.

2 Driven by Consequences Days – 195 Year 12 YP.

8 Workshops including Personal Safety/Cyber Bullying – 245 YP Year 7 to 11

3 Prison Me No Way Days: Safety on the internet, bullying, sexual violence,
and personal safety – 610 YP Year 9

8 YOT Victim Awareness Workshops: 35 young offenders aged 13 to 17.

7 Spiralling Workshop – Healthy relationships and DV awareness: 359 YP aged
15 to 21.

Outcomes:

Year 1 and 2 the demand on the caseworker was higher than expected due to a number of complex cases of serious sexual violence. The casework also revealed a number of young victims of domestic violence. In order to address this need the worker has undertaken further training to support young victims of Domestic Violence and promote healthy relationships (Spiralling) and cyber bullying.

Shortfall in year 2 was met by Private Space funding (£20k) and brought the Domestic Abuse element to the role of the YP caseworker – this worked well because a high proportion of the ongoing and complex cases were young victims of DV.

Year 3 Spring/summer 2011 the worker completed CAADA IDVA training.

Activities:

In year 3 the YP worker was only required to support 1 Junior Citizen Day (year 6 students transferring to secondary school) in Bromley and we loaned the worker to VS Lewisham for a similar day in Oct 2010 due to staff illness. VS presence at Junior Citizen was reduced because the organizers were using PCSOs to deliver the personal safety 'mobile phone theft workshop'. This was helpful to VS resources because we receiving more demand for Cyber Bullying

and personal safety presentations and assemblies with School's Officers from Bromley Police. This was recognized in the letter sent by one officer – see appendix 3f.

Due to extra demand on the caseworker's time the Drop-in surgeries at Cator Park were changed to booked appointments to assist students to return to timetable, build confidence and realise their potential in school following incidents of crime or bullying.

Victim Support remained a partner in delivering Prison Me No Way to year 9 students in 3 secondary schools in Bromley in year 3. The 40 minute workshops covered personal safety, safety on the internet, alcohol, sexual violence and bullying. The workshops aim to help young people to reduce their risk by reflecting on case studies so that they can consider the consequences of certain choices e.g. 'taking the law into your own hands'/ revenge. Also exploring how to reduce risk and promoting non violent ways of staying safe.

LB Bromley Driven by Consequence days aimed at Year 12 students many of whom are new drivers. Focusing on reducing risks to self and others when driving.

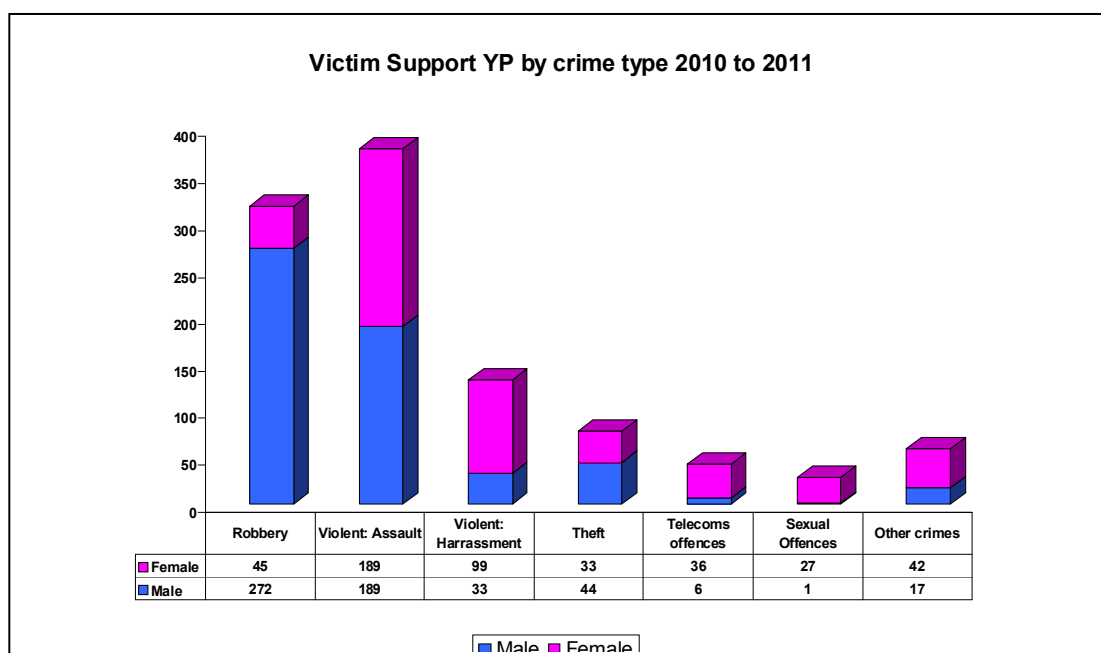
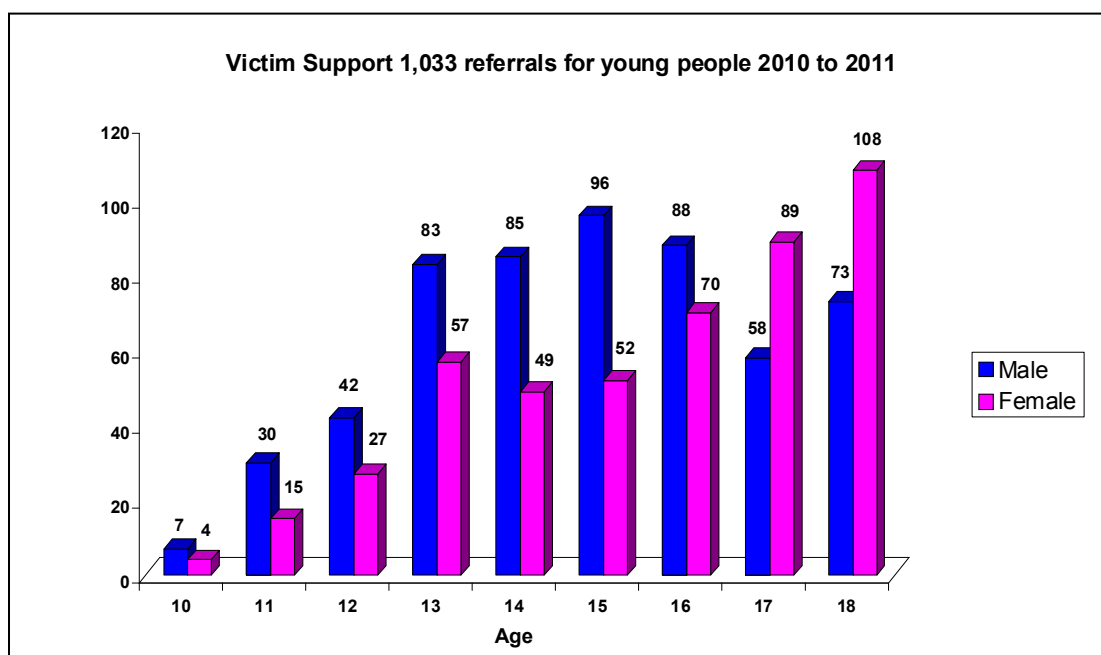
Monthly Victim Impact Workshops continue to be delivered at the Youth Offending Team; the aim is to identify the physical, emotional, mental and financial affects on victims. Also aims to identify direct and indirect victims of crime – the impact on the families of victims and perpetrators and the impact on the perpetrator themselves.

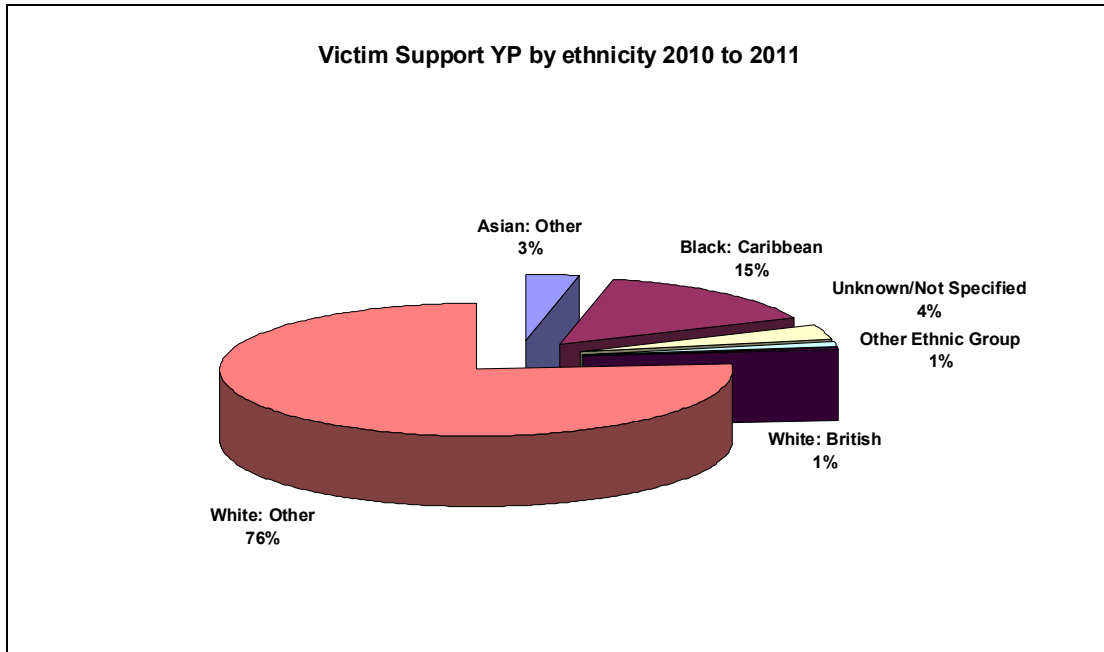
Victim Support continues to progress suitable volunteers to undertake specialist training to support young victims of crime. In year 3 VS Bromley recruited and trained a further two young volunteers (aged 19 and 20) who are providing initial contact and emotional support directly to young victims. Since 1 April 2010 the YP worker has been supporting domestic violence referrals from police and working with the Independent Domestic Abuse Advocates based at Bromley Police Station. The YP worker has completed CAADA IDAA training (July 2011) and now supports both young victims and cases of domestic abuse that are reported in community. **Due to the DV aspect of the role, in year 3 VS made a successful application for Home Office IDVA funding which has secured £20k per year for 3 years.**

The main challenge over the 3 years has always been to fund a full time post. We always believed that the post should be full time however due to the fact that Bromley crime numbers are low compared to the rest of London we were part funded by City Bridge Trust. Consequently it was always a struggle to make up the shortfall when we employed our YP worker. This however has worked to our advantage in the respect that we have looked to diversify the role around supporting young people and has given us the freedom to

explore a wider range of services to provide support within the remit of the project.

Recruitment and retention of volunteers has also been a challenge – many young volunteers who were actively seeking work were often hampered by being called to short notice interviews at the job centre and this meant that they were not always reliable; naturally seeking work had to take the priority. Finally once our new volunteers had gained employment they tended to leave.





Spiralling Presentation Feedback

The following feedback was received from 68 young men and women who attend Charles Darwin School in Bromley Year 12 aged 16 to 17

From six individual sessions of Spiralling

	Yes	No
	%	%
Were you aware of all the ways that people can abuse their partners?	59	41
Do you think that Spiralling showed just how subtle the perpetrator can be?	72	28
Do you think that Spiralling was powerful?	53	47
Were you aware of all the effects abuse has on the recipient?	26	74
Can you appreciate how people can be drawn into such relationships?	64	36
Can you think of examples of people you know who have been in such a relationship?	36	64
Has this session made you more aware of the problems which can be encountered in a relationship?	74	26
Do you think there was anything missing from this session?	9	91
Would you recommend this presentation to others?	76	24

YOT Workshop Feedback

Date: 1 Apr to Aug 2011

Av AGE: 15

Ethnicity: WB 70%, Mixed 9%, Asian 9%, Black 12%

Male 83%

Female 17%

Before the workshop how much did you know about being a victim?

Nothing/a little: 87% some things: 13% a lot of things: 0

After the workshop how much more did you know about being a victim?

Nothing new: 4% some more information: 39% A lot more information: 57%

How was the pace of the workshop?

Too fast: 0 the pace was suitable: 100% Too slow: 0

Did you get the opportunity to ask questions? YES: 100%

Were all your questions answered? YES: 100%

What will you remember about the workshop?

New Things
Grateful we are not a victim
Duno
That boys can be victims of rape
Talking about Young people
All sorts of stuff
nothing
learned new things
consequences of bad things
Understanding victims emotions
How others feel about offences I commit
Talking about things
who victims are/everything
A lot of things
Sad hearing about victims
Discussing victims stories
Talking about Rape/Alledged
Being a victim
Most things
Talking about Rape
Consequences to actions
Info about the victims
Anyone can be a victim
everything

Report No.
ES11039

London Borough of Bromley

Agenda
Item No.

PART 1 - PUBLIC

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

1. REASON FOR REPORT

- 1.1 This report sets out information on the Mentoring scheme, which was agreed by Members of the Executive on 6th 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 6th 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 24th March 2011 and by the Public Protection and Safety PDS Committee on 22nd 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 6th 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.

Non-Applicable Sections:	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

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Report No.
ES11123

London Borough of Bromley

PART 1 - PUBLIC

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

1. Reason for report

This report provides members with an overview of the work carried out by Public Protection and how it impacts on 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.

2. **RECOMMENDATION(S)**

PDS Committee Members are asked to:

1. Comment on the contents of the report and indicate areas of work which they would like to scrutinise at the next Public Protection and Safety Development and Scrutiny Committee meeting on the 25th 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 £15,000 allocation from the Portfolio Holder Fund budget for 2011/12
-

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 Public Protection division a clear steer to strengthen links with partners so that it can better fulfil 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 within the division:

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 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 and 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. They 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 statutory 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 heating or hot water.

Trading Standards

- 3.13 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.
- 3.14 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.
- 3.15 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.
- 3.16 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.
- 3.17 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.
- 3.18 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. The team investigated bogus builder complaints totalling £1million and were able to

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

Community Safety and Anti-social Behaviour

- 3.19 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.
- 3.20 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.
- 3.21 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.
- 3.22 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.
- 3.23 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.
- 3.24 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.

4. POLICY IMPLICATIONS

- 4.1 Building a Better Bromley - Supporting Independence
Bromley Safeguarding Adults Board - Awareness priority
Public Protection & Safety Portfolio Plan 2011-2012
Trading Standards Service Plan 2011-2012

5. FINANCIAL IMPLICATIONS

- 5.1 A total of £15,000 has been allocated from the Portfolio Holder Fund budget within Community Safety Budget for the 'Safeguarding Elderly' project of which £5,200 has been agreed by the Portfolio Holder in relation to the Trading Standards banks and building societies protocol as referred to in Appendix 1.

Non-Applicable Sections:	Personnel, Legal
Background Documents: (Access via Contact Officer)	Public Protection & Safety Portfolio Plan 2011-2012 Public Protection Business Plan 2011-2012 Trading Standards Service Plan 2011-2012

Appendix 1

Public Protection and Safety – Main Adult Safeguarding initiatives

Name of Activity	Purpose	Lead	Strategic Links	Milestones/costs
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 PHF (£5,200 inc below)
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 PHF (see above)
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 PHF (see above)
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	Public Protection Trading Standards	PPSP 2011-2012 TS Service Plan 2011-2012	Part of planned work includes participation in national and

	doorstep crime		BBB Supporting Independence	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 funded by PHF (existing arrangements)

BCEF UPDATE REPORT

We held a very successful AGM, guest speaker Commander Bob Broadhurst, on July 6th.

Judith Cross was voted in as Chair. Full committee details:

Ian Smith, Vice Chair

Bruce Tompson, Treasurer

Brenda Thompson, Lead on Youth

Lulu Pearce, Lead on Multi Faith

Mahmood, link with Muslim community

Michael Lever, link with BRA

Dave Freeborn, Link to Schools

Clifford Longley, link with NW

Alf Kennedy, SNP Chair.

Jennie Clark, co-opted to Lead on a specific project Youth/The Older Generation (retiring as Principal Education Welfare Officer).

Jenny Coleman/John Bruce Co-Opted to Lead on SNP's. Awaited.

A full evaluation and assessment of the role of Operations Manager (Amanda Evans) has been completed by Bruce Tompson with the aid of the MPA. The terms of remuneration and reference were deemed as fully satisfactory.

An Outreach Day was held in The Glades on September 13th with a questionnaire around the recent unrest, focussing as much as possible on Bromley (results attached at Appendix A)

A Youth Conference for children with disabilities will be held at The Great Hall on 6th of October, based on our earlier Youth Conferences for Year 8's across the borough. The three schools invited are: Marjorie McClure, Glebe, Riverside. The workshops the schools have asked us to focus on are: Internet Safety & Cyber Bullying; Personal Safety when travelling; reporting hate crime.

A meeting of Multi Faiths has been arranged for 2nd of November.

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Community Outreach Survey - 13/9/2011

209 surveys completed

Recent Crime, Disorder & Unrest

1. Was the media coverage of recent events helpful in keeping you informed where problems were taking place?

Yes **(192)**/ No **(17)** – **10 felt they only received info relating to LBB after the event through local newspapers.**

2. Did the media coverage help you understand the events? Yes **(200)** / No **(9)**

3. Was the media coverage helpful in reassuring you or did you become more frightened?

Reassured **(131)** / Frightened **(18)**; **informed (10)**; **10 no answers; 40 felt the media was responsible for encouraging rioting.**

4. In terms of Bromley Borough, did you feel the police kept you aware of what they were doing?

Yes **(188)** / No **(18)**; **3 no answers; 11 felt they only knew about events afterwards through local newspaper**

4a. If No, how should Bromley Police have kept you informed of what they were doing to make the Borough safe?

Public Meetings **(5)** ; thru' N/Watch **(11)**; thru' Residents Associations **(11)** ; Local Radio **(76)**

Most of those questioned, even if they didn't have an issue, felt the LOCAL Radio was a good means of information – before social networking, local radio and community spirit was the main tool for cascading the information (possibly re-enact "look out for a lonely/vulnerable neighbour" campaign?)

5. Did you try and report any incidents or contact the police during this time?

Yes **(11)**/ No **(198)**

5a. If yes, were you able to contact the police...

within 1 hour **(11)** within 24 hours Unable to contact them
8 praised the Police for being attentive and follow up calls



Community Outreach Survey - 13/9/2011

6. Were you aware of any existing tensions within the community prior to the unrest?

Yes **(22)**/ No **(187)**

6a. If yes, did you make this known to the police?

Yes **(5)** / No **(17)**

6b. If applicable, please summarise these tensions **2 students felt that too many Police officers present can antagonise anti social behaviour**

]

7. In your view, what was the main cause of the unrest within the Borough?

Poverty **(2)** Unemployment **(110)** Social Exclusion **(2)** Criminality **(200)** Poor Policing

Other –please specify? **Poor parenting (23); idiots (20); “I want” culture (12); Opportunity (30)**

8. How do you rate the initial police response to the problems in the Borough?

Excellent **(119)** Good **(72)** Adequate **(15)** Poor **(2)** Unsatisfactory **(1)**

9. What is your normal view of policing in the Borough?

Excellent **(32)** Good **(54)** Adequate **(112)** Poor **(8)** Unsatisfactory **(3)**

10. During the past week, have you seen or had contact with your local Safer Neighbourhood Team patrolling your area?

Yes **(181)** / No **(28)**



Bromley Community Engagement Forum

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Company Limited by Guarantee Number 7070498 Registered Charity Number 1133450

MINUTES OF A PUBLIC MEETING/AGM HELD ON WEDNESDAY 6 JULY 2011, 7PM BROMLEY FOOTBALL CLUB

BCEF MEMBERS PRESENT (SNP = Safer Neighbourhood Panel)

Judith Cross (BCEF Chair)

Mahmood (BCEF Executive; Multi Faith)

Michael Lever (BCEF Executive and Bromley Residents Federation)

Dave Freeborn (BCEF Exec member)

Bruce Tompson (BCEF Exec member & West Wickham SNP)

Alf Kennedy (BCEF Exec member & Cray Valley West SNP)

Cheryl Mulryne (Sundridge & Plaistow SNP)

Nell Riehl (Honorary Member)

Cora Green (Bromley Victim Support)

Val Harrison (Kelsey & Eden Park SNP),

Peter Toy (ClockHouse SNP)

Barbara Jarvis (Hayes/Coney Hall SNP)

David Ely (Chislehurst SNP)

Bernard Waine (Darwin SNP)

Sally Bettsworth (Mottinham & Chislehurst North SNP)

Ian Smith (Honorary Member)

Ray Bell (Orpington SNP)

Julian Melfi (Copers Cope SNP)

Ed Cobby (Chelsfield & Pratts Bottom SNP)

Teri Moore (Bromley Women's Aid)

John Bruce (Bickley SNP)

Steve Dilworth (Bromley Town SNP)

Jenny Coleman (Penge & Cator SNP)

Glen Urquhart (Shortlands SNP)

Clifford Longley (Bromley Neighbourhood Watch Association)

Margaret Gubbins (Bromley Independent Custody Visitors Panel)

Ray Bell (Street Pastors)

(Amanda Evans - BCEF Operations Manager)

SAFER BROMLEY PARTNERSHIP STRATEGIC GROUP MEMBERS PRESENT:

Charles Griggs (Police, Borough Commander)

Tim Stevens (Safer Bromley Partnership Chairman)

Nigel Davies (LBB Council)

Paula Morrison (Bromley PCT)

Colin Newman (Community Safety)

Jamie Rounph (Affinity Sutton)

Jean Levy (Community Links)

Terry Gooding (Fire Brigade)

Ellis-Foy (Glades)

Also Present: 53 members of the public attended.
A total of 90 people in attendance!

MEMBERS APOLOGIES FOR ABSENCE: Lulu Pearce (Community Advisory Group), Brenda Thompson (BCEF Executive, Mental Health Forum, Cray Valley East SNP), Sarah Walker (MPA), Roger Taylor (Honorary Member), Patrick Cracroft-Brennon (Crystal Palace SNP), Sue Polydorou (Petts Wood & Knoll SNP), Derek Holl (Bromley Common & Keston SNP), Neil Miller (Orpington SNP), Ali Hussain (Somalian Community), Maureen Falloner (Age Concern, Bromley),

Strategic Apologies: James Cleverly (Metropolitan Police Authority/London Assembly), Tracy Pidgeon (Ambulance).

1. **CHAIR'S WELCOME AND INTRODUCTION:** Judith Cross welcomed everybody. Delighted to see so many people here tonight. Introduced the Safer Bromley Partnership members (listed on the first page) who will also be available to take questions. Additionally, Cora Green (Victim Support) and Peter Warne (Community Safety) hosted information stands.

JC was delighted to announce our funding from the Metropolitan Police Authority for 2011-12 had been agreed. As with all organizations, our funding has been reduced from previous years.

Details of all the tasks that the BCEF have undertaken, and the current work programme for this financial year are contained in our Annual Report. This is available on our website: www.bcef.org.uk and hard copies were handed out at the meeting.

JC thanked members and friends for all their support to the BCEF.

2. **SAFER BROMLEY PARTNERSHIP CHAIRMAN:** Cllr Tim Stevens explained his background and thanked Judith Cross for the opportunity to introduce himself to BCEF members. Tim was previously the Portfolio Holder for Public Protection and Safety before becoming the Chairman of Safer Bromley Partnership. He added that the BCEF "do a fantastic job" in making the community safer and working in partnership to make that extra difference. He is looking forward to supporting the BCEF and working closely with them.

3. **NEW MEMBER APPLICATION** - Street Pastors: Ray Bell gave a brief precise about the role of Street Pastors on this Borough. Street Pastors are a group of volunteers from local churches who patrol Bromley, Beckenham and Orpington Town Centres on Friday nights offering a caring presence on the street. Members voted unanimously in favour.

The BCEF are always looking to increase membership. If you represent a community organization and would like to become a BCEF member, please get in touch: amanda.evans@bcef.org.uk

4. **GUEST SPEAKER** – Commander Bob Broadhurst described the highs and lows of his role leading on public order and pan London operational support for the police.

“The public either love us or loathe us, depending on the event,” he said. “When it’s the recent Royal Wedding they love us, but when it’s a protest such as the G20 in 2009, they can be critical.” Commander Broadhurst went on to outline the process used to plan policing at all London’s high profile events including next year’s Olympic Games.

Officers used in all these operations are drawn from across the Met’s Police Service and brought in specifically for these occasions. Discussed the level of training officers have to comply with based on the type of operation. The amount of officers involved depends on the event and consideration has to be given as to the size of public attendance – the recent royal wedding was not a State affair, but as a “celebrity couple” the crowds would be of enormous numbers and important to have appropriate number of police officers for each event (over 2,500 officers for royal wedding).

As each event closes, planning is well underway for the next one!

With 35 years service with the Metropolitan Police Service he has spent his whole career in uniform, mainly in South-East London. He was the Borough Commander at Sutton for four years and the deputy at Lambeth for one year. He was the Link Commander for South East London for four years, having overall responsibility for the eight Boroughs in that area, until he was appointed Commander ‘Public Order and Pan London Operational Support’ in July 2006.

An experienced Hostage Negotiator, he was the Negotiator Team Leader at the Afghan Airlines hi-jack at Stansted Airport, and the Gold Commander at the Hackney Siege. He continues to support National Siege Management courses and has given input to FBI Crisis Negotiator Courses in Quantico, USA.

He has been commanding public order events since 1990 and has been involved in many large-scale demonstrations during that time including:

Trooping the Colour, the State Opening of Parliament, large scale events such as New Year's Eve, Notting Hill Carnival and the G20 Conference, as well as high profile events as diverse as the Tour de France, Olympic Torch Relay and the visit of Pope Benedict XVI. He is currently taking the lead on operational planning for the 2012 Olympics.

Commander Broadhurst is a resident on this Borough and paid tribute to Bromley's police Borough Commander, Charles Griggs.

Questions:

- a) Describe a typical day in the Command Unit during a large scale event. All CCTV cameras are monitored and everyone knows what they have to do. He described the 3 command structures: Gold Command (Strategic, command for officers to follow); Silver Command (Senior officers who ensure the commands are adhered to); Bronze command (the people on the ground).
 - b) Leading up to an event – a massive security operation takes place weeks ahead and discussed the days leading up to an event including checking drains etc along the route. For the recent royal wedding he discussed some security concerns that were actioned; buildings searched, items seized as well as dealing with hoax calls. Police searched bags on the day and confiscated paint bombs for instance. Alternative plans/routes have to be drawn up just in case they are needed at the last minute. Different types of threats have to be considered – terrorist as well as psychological (one of the many threats for the royal wedding for example was public infatuation with royal family members!)
 - c) A question on kettling/containment and are the Police reviewing this? Yes. Officers are looking out for trouble and will try to disperse and push the innocent crowd away whilst containing the troublemakers and make appropriate arrests.
 - d) Bad news is news, good news isn't. How do you deal with that? We live in a time where news goes viral and we need to make better use of social networks.
- 5. ELECTION OF BCEF EXECUTIVE COMMITTEE:** Colin Newman presided over the elections of the BCEF Executive Committee. Nominations had been received and the following were all voted in: Judith Cross (Chairman), Mahmood, Lulu Pearce, Brenda Thompson, Michael Lever, Bruce Tompson, David Freeborn, Alf Kennedy, Clifford Longley, Ian Smith. The Committee will elect a Treasurer and Vice Chair at their Executive Meeting.

6. ANY OTHER BUSINESS:

6.1 New Police telephone number: Dial 101 for all non emergency calls.

Less than a quarter of 999 calls require an emergency response, the Metropolitan Police Service (MPS), together with other police forces in the south east is from Monday 11 July, launching a new contact number for the public. The new number, 101, is part of a national programme to improve access and will give the public one easy way to get in touch with the police for calls that do not require an urgent response. For example, the public should call 101 to report a crime that has already happened, seek crime prevention advice or make us aware of local policing issues.

It is being introduced to improve access to the police, ease pressure on 999 and to help tackle crime and disorder. In London the new number is just one of the ways the Metropolitan Police Service is modernising and improving our services while making them more accessible to the public.

As with 999, calls to 101 in London will be handled 24 hours a day, seven days a week by specially trained officers and staff at the MPS's Central Communications Command who will help deal with enquiries. For people who speak no or little English they can also dial 101 where their call will be connected with an interpreter. Callers who are deaf, deafened or have a hearing or speech impairment can use a textphone to call: 18001 101; or in an emergency it's 18000.

According to official MPS figures, in April 2011 there were 161,008 recorded 999 calls, 32,941 (20%) of which were graded as an immediate response required i.e. a genuine emergency. This means the remaining 80% would be more appropriate for 101.

7. **DATE OF NEXT MEETING:** Community Outreach Day arranged for Tuesday 13 September in the Glades. If you would like to use this opportunity to promote your organisation, or to help us with our surveys on community safety, please contact Amanda: email: amanda.evans@bcef.org.uk; telephone: 020 8658 7168.

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