



THE LONDON BOROUGH
www.bromley.gov.uk

BROMLEY CIVIC CENTRE, STOCKWELL CLOSE, BROMLEY BRI 3UH

TELEPHONE: 020 8464 3333

CONTACT: Steve Wood
stephen.wood@bromley.gov.uk

DIRECT LINE: 020 8313 4316

FAX: 020 8290 0608

DATE: 20 June 2016

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

Councillor Alexa Michael (Chairman)
Councillor Chris Pierce (Vice-Chairman)
Councillors Kim Botting, David Cartwright QSFM, Hannah Gray, Will Harmer,
Tom Philpott, Tim Stevens J.P. and Richard Williams

Non-Voting Co-opted Members –

Terry Belcher, Safer Neighbourhood Board
Dr Robert Hadley, Bromley Federation of Residents Associations
Alf Kennedy, Bromley Neighbourhood Watch
Kate Frail, Victim Support
Katie Bacon, Bromley Youth Council
Millie Banians, Bromley Youth Council

A meeting of the Public Protection and Safety Policy Development and Scrutiny Committee will be held at Committee Room 1 - Bromley Civic Centre on
WEDNESDAY 29 JUNE 2016 AT 7.00 PM

MARK BOWEN
Director of Corporate Services

Copies of the documents referred to below can be obtained from
<http://cds.bromley.gov.uk/>

PART 1 AGENDA

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

STANDARD ITEMS

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

In accordance with the Council's Constitution, questions to this Committee must be received in writing 4 working days before the date of the meeting. Therefore please

ensure questions are received by the Democratic Services Team by 5pm on 23rd June 2016.

4 MINUTES OF THE PUBLIC PROTECTION AND SAFETY PDS COMMITTEE MEETING HELD ON 2ND MARCH 2016 (Pages 1 - 18)

5 NEW CO-OPTED MEMBERS (Pages 19 - 22)

6 MATTERS ARISING (Pages 23 - 26)

7 CHAIRMAN'S UPDATE

8 POLICE UPDATE

HOLDING THE PORTFOLIO HOLDER TO ACCOUNT

9 QUESTIONS TO THE PORTFOLIO HOLDER FROM MEMBERS OF THE PUBLIC AND COUNCILLORS ATTENDING THE MEETING

In accordance with the Council's Constitution, questions to this Committee must be received in writing 4 working days before the date of the meeting. Therefore please ensure questions are received by the Democratic Services Team by 5pm on 23rd June 2016.

10 PRESENTATION FROM THE LONDON FIRE BRIGADE

11 PRE-DECISION SCRUTINY OF PORTFOLIO HOLDER REPORTS

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

a PROVISIONAL OUTTURN 2015/16 (Pages 27 - 32)

b FOOD SAFETY SERVICE PLAN: 2016-2017 (Pages 33 - 56)

c DRAFT PORTFOLIO PLAN: 2016-2017 (Pages 57 - 80)

POLICY DEVELOPMENT AND OTHER ITEMS

12 ENFORCEMENT ACTIVITY REPORT, OCTOBER 2015--MARCH 2016; PORTFOLIO PLAN REVIEW 2015-2016 (Pages 81 - 98)

13 MOPAC UPDATE (Pages 99 - 114)

14 WORK PROGRAMME AND CONTRACTS REGISTER (Pages 115 - 122)

15 PPS PDS VISITS

The Committee will discuss possible PDS/PPS visits as outlined in the Work Programme.

16 ANY OTHER BUSINESS

17 DATE OF THE NEXT MEETING

The date of the next meeting is 28th September 2016



This page is left intentionally blank

PUBLIC PROTECTION AND SAFETY POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Minutes of the meeting held at 7.00 pm on 2 March 2016

Present:

Councillor Alexa Michael (Chairman)
Councillor Chris Pierce (Vice-Chairman)
Councillors Julian Benington, Hannah Gray,
Samaris Huntington-Thresher, Tom Philpott,
Michael Tickner and Richard Williams

Terry Belcher, Dr Robert Hadley and Alf Kennedy

Also Present:

Dr Martin Baggaley, Ellie Bateman
Nigel Davies, Chris Hafford, Dan Jones and Rob Vale, Adil
Ghani, Danie Gordon, Zara Louise Livingstone and Joe
Collier, Cllr Kate Lymer (Portfolio Holder)

STANDARD ITEMS

52 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS

Apologies were received from Councillor David Cartwright and Councillor Hannah Gray attended as his alternate.

53 DECLARATIONS OF INTEREST

Cllr Hannah Gray declared an interest as she demonstrated and sold the "True Call" call blocking device.

54 QUESTIONS TO THE CHAIRMAN FROM COUNCILLORS AND MEMBERS OF THE PUBLIC ATTENDING THE MEETING

No questions were received.

55 MINUTES OF THE PUBLIC PROTECTION AND SAFETY PDS COMMITTEE MEETING HELD ON 20th JANUARY 2016

The Committee considered the minutes of the meeting of the Public Protection and Safety PDS Committee held on 20th January 2016

RESOLVED that the minutes of the meeting held on 20th January 2016 be agreed.

56 MATTERS ARISING

CSD16038

It had been noted at the PDS Committee in September 2015, that an update on the “PREVENT” strategy would be presented to the Public Protection and Safety PDS Committee in March. This was still the case, and the Head of Trading Standards and Community Safety would be providing an update later in the meeting.

At the Public Protection and Safety PDS Committee meeting in January 2016, it had been agreed that the Portfolio Holder convey concerns to the Executive concerning a lack of resource in the Food Safety Team. The Portfolio Holder had discussed this matter with the Executive, the Executive Director for Environmental and Community Services, as well as with the Head of Food Safety and Licensing.

The following proposals were being actioned to help alleviate pressures on the Food Safety Team:

- A student Environmental Health Officer was being employed for 21 hours per week, and for the next 6 weeks would work only for the Food Safety Team
- I-Pads were being enhanced with applications that would enable the Food Safety Team to work smarter
- A new contractor was being employed on a 3 month contract to work for 25 hours per week, supporting the Food Safety Team. It was hoped that the contract could be extended
- An existing staff member who had been ill for some time was likely to retire on medical grounds, and a replacement was expected to commence work in June 2016. The new person would work partly for Health and Safety, and partly for the Food Safety Team
- Maternity leave was being covered.
- Funding for all of these positions would be found from within existing budgets.

The Executive had been made aware of the proposals.

The Chairman requested an update on the progress being made with the CCTV refurbishment. The Executive Director for Environmental and Community Services responded that the works were on target to be completed by the end of March 2016. Cllr Julian Benington asked if a visit could be arranged when the works were complete. It was agreed that a visit would be arranged and that dates would be circulated.

RESOLVED:

(1) that the Matters Arising report be noted

(2) that the Committee endorse the proposals suggested to support the Food Safety Team

(3) that a visit to the CCTV Room be arranged subsequent to the refurbishment works being completed

57 POLICE UPDATE

The Borough Commander commenced his update by notifying the Committee of the current MOPAC 7 crime figures:

Crime Update Statistics:

	2011/12	Current	%	R12
MOPAC 7	11,750	9,707	-17.40%	
Burglary	3,424	2,551	-25.50%	0.50%
Res				-6.40%
Non-Res				14.40%
VWI	1,889	2,039	7.90%	1.20%
Non DA				-1.30%
DA				5.40%
Robbery	701	367	-47.60%	-6.90%
Theft Person	305	293	-3.90%	2.40%
Theft of Motor Vehicle	746	763	2.30%	16.50%
Theft from Motor Vehicle	2,093	1,424	-32%	-14.40%
Criminal Damage	2,592	2,270	-12.40%	-1%

The latest figures for Bromley Police revealed that over the five year period commencing

2011/12, overall crime over the MOPAC 7 range of targeted crime areas had decreased by 17.4%; this was against a 20% target reduction. At the time of writing the overall MET reduction was 18.10%.

The Borough Commander (BC) was pleased with the progress that had been made in reducing the number of criminal damage cases, and asked the Committee to note that the volume of cases of Theft of Motor Vehicles had increased because individuals were becoming more aware that the current MET policy was not to give chase in these circumstances.

Confidence / Satisfaction / Call-handling

- R12 = 90.5% of I calls within 15 mins and 91.1% of S calls within 60 mins
- Satisfaction was 83%, which was the highest in the MPS.

Met 2020

The Police Commissioner had recently announced that there would be a move to a BCU (Basic Command Unit) model of policing, which would not be Borough based. The number of BCU's had not been decided, but it was likely to be in the region of 10-16. There would not be a final decision on this until the Mayoral elections were completed. Each BCU would have 4 portfolios, which would be Response, Neighbourhood Policing, Investigation, and Protecting Vulnerable People.

Neighbourhood Policing was likely to have District Ward Officers and Police Community Support Officers allocated to each Ward, as well as Strategic Problem-Solving Teams and an Operational Support Team. Bromley Police had been running a similar structure to this with Operation Omega over the past year which had positively impacted on crime detection and confidence levels.

The Borough Commander explained to the Committee that the Police had moved their Safer Neighbourhood resources into Tasking Teams; this gave the Police more flexibility to allocate extra officers to higher crime locations or to deal with specific issues. The size of the Response Teams had been enlarged to provide more units responding to emergency calls and to improve primary investigation.

The Borough Commander commented that these changes had been able to be implemented as Bromley Police were currently over strength, except with respect to the number of sergeants, where they were under strength.

General Update

A volunteers' appeal had been incorporated into the last SBP Newsletter.

Bromley Police were in the process of agreeing protocols with Oxleas based on good practice established with SLAM / Bethlem concerning "Metallah" (incidents), missing persons and crime investigation, including the funded police officer.

Stop & Search

Bromley Police averaged between the 9th-15th highest user of stop and search in the Metropolitan Police Service. Officers had been encouraged in its use because of problems concerning Gangs over the last 18 months, and to the ongoing focus on Operation Omega. On average, around 400 searches a month were undertaken. Around 18%-21% of searches resulted in an arrest, and there was some form of positive outcome in around 30% of cases.

Met-Trace

The Borough Commander advised that approximately 3,000 kits had been delivered so far. A negotiation was currently ongoing with respect to volumes for year 2 numbers. Bromley Police had currently been allocated 700 units, but had requested 2000 units to make use of the extra PCSOs currently available. The Borough Commander concluded his update by informing the Committee that there would continue to be a focus on Operation Omega until directed otherwise by the new Mayor.

The Chairman enquired why the Violence with Injury (VWI) figures had increased. Were weapons being used, and did the Police undertake searches for knives? The Borough Commander assured the Committee that the volume of knives being used was low, and that searches were undertaken for both weapons and drugs. Bromley Police stop and search volumes were above the London average, with the most searches being undertaken in the Crystal Palace area.

Cllr Samaris Huntington Thresher asked if the VWI crimes were increasing over a particular age range, and if it was possible for the Police to support LBB in the fight against fly tipping. The Borough Commander responded that there had not been an increase in youth crime, the age range relevant to the volume increase was aged 25+. The Committee were informed that a joint operation between LBB and the Police was just about to be launched with the support of the Portfolio Holder for Public Protection and Safety.

Dr Robert Hadley asked why Bromley Police was under-strength in terms of sergeants, when as a force they were over-strength. The Borough Commander clarified the figures:

- Bromley Police were over-strength by 44
- Bromley Police were 5 sergeants under-strength
- 7 individuals were on the list to become sergeants

The reasons why sergeants had not been promoted recently was partly financial, and partly due to Policy. This was now beginning to change, however, there would not be a sergeant allocated per ward.

Councillor Benington asked about the police constable that was based in the Bethlem Hospital Site, and enquired if the Borough Commander felt that the arrangement was working. In response, the Borough Commander stated:

- The arrangement was very effective and working well
- It assisted with crime investigations
- It facilitated communications for ongoing investigations
- It helped to build trust between the two organisations

Kate Frail from Victim Support commented that the fact that the VWI figures had increased, could reflect an increased public confidence in the Police.

The Chairman thanked the Borough Commander for his comprehensive update.

RESOLVED that the Police Update be noted.

58 PRESENTATION FROM BROMLEY YOUTH COUNCIL

Present from BYC were Adil Ghani, Zara Louise Livingstone and Joe Collier. Also present was Danie Gordon, LBB Youth Involvement Team Leader. They tabled three documents for the attention of the Committee:

- BYC Youth Manifesto—2015-2016
- BYC Mid-Year Report
- BYC Secondary Campaign—“Youth on the Move”

Mr Ghani explained that BYC were attending the meeting to present on their secondary campaign which was “Youth on the Move”, and he thanked the Committee for their invitation. Whilst undertaken research for the campaign, BYC identified the following:

- They discussed issues about behaviour on public transport; with particular reference to bus transport and how both passengers and drivers behave and interact with each other and passengers
- Young people identified that there were issues and pressures placed upon public transport at key times when young people were travelling to and from school
- There had been much discussion around the issue of Oyster cards, and in particular the consequences of losing or forgetting their cards. There was also a discussion about cost to the public purse.
- Research was conducted on how behaviour on public transport was managed; this included the interaction between transport police and young people and how this could be better managed.

As part of their research, Bromley Youth Council had met with a bus driver to gain his perspective on relevant issues. It gave BYC members an understanding of why bus drivers carried out particular actions.

As part of the research, discussions had been undertaken with TfL, Bromley Safer Transport Police, and Stagecoach. It was also the case that research

had been undertaken into previous campaigns initiated by the United Kingdom Youth Parliament. Funding was provided by MOPAC (Mayor's Office for Policing and Crime) and a survey was developed that was circulated to secondary schools, it was also available on the BYC webpage.

The Committee heard that a poster had been printed and sent to schools, and efforts were being made for the poster to be shown on buses. Stagecoach had agreed to display the poster in Bromley. Discussions were ongoing with Arriva and Go Ahead.

Concern was expressed at the difficulties that young people were faced with if they had lost or forgotten their Oyster or Zip Card. Many had been refused travel, and as a result had been late for school, or left in other difficult circumstances.

Cllr Benington enquired what the bus drivers perceived as being the most difficult times, and what sort of response was received from TfL. BYC responded that the worse time for bus drivers was normally on the journey home from school. The bus drivers also had some concerns relating to overcrowding. The response from TfL was positive, and BYC were now attempting to get a representative onto the TfL Youth Panel.

The Chairman enquired if any work had been undertaken with rail operators. It was the case that BYC had focused on buses as this was the primary form of transport used by young people.

Cllr Hannah Gray asked how BYC intended to disseminate their findings more expansively to drivers and to the public. BYC responded that they were trying to display their poster as widely as possible, and that it was hoped that the poster would also be displayed by Costa and Starbucks. Cllr Gray advocated getting local businesses involved and using social media.

The Chairman and the Committee thanked BYC for all of their hard work, and for an excellent presentation.

RESOLVED that the BYC presentation, mid-year report and Manifesto be noted.

59 CHAIRMAN'S UPDATE

The Chairman stated that she had been in attendance at a public meeting of the Safer Neighbourhood Board on the 18th February 2016.

60 UPDATE FROM SLaM

The SLaM (South London and Maudsley NHS Trust) update was provided by Ellie Bateman, (Clinical Service Director) and by Dr Martin Baggaley (Medical Director). They updated the Committee as follows:

Bethlem Royal Hospital provided a wide range of mental health services, which included a national mother and baby unit, eating disorders services, national psychosis unit, learning disabilities service and local inpatient services. This included people who were voluntary patients, or those being treated under civil sections of the Mental Health Act, who may never have had contact with the criminal justice system. It also provided inpatient assessment, treatment and rehabilitation for young people and adults with severe behavioural and psychiatric problems, including medium secure care.

The hospital had approximately 300 beds of which about a third had been provided for forensic patients in secure units. Some patients at Bethlem Royal Hospital who were detained under the Mental Health Act were not forensic patients. Public concern was usually focused on forensic inpatients who had escaped or absconded from the Bethlem Royal Hospital while detained in a medium secure unit. Forensic mental health services are specialist services for people who have a mental health problem who have been arrested, who are on remand or who have been to court and found guilty of a crime. 'Forensic' means 'pertaining to the law'.

These services are an alternative to prison for people who have a mental health problem and offer specialist treatment and care. They are 'secure' units, which means that people who are referred there are not free to come and go. Most people are detained in secure forensic services under mental health legislation.

No crime:

In the past year there had been no instances of crime in the local area in relation to patients from Bethlem's forensic services.

Escapes:

There was one escape from River House Adult Medium Secure Unit but none from Chaffinch Low Secure Unit.

Leave incidents:

There had been a number of incidents where patients on leave from the unit breached the terms of their leave - by staying out too long, or going further afield than agreed - or by absconding while off-site. All of these patients had been accounted for, including patients who breached the terms of their leave. Buddi tracking devices had been highly successful in locating them. In the past year there had been no crime associated with leave incidents.

Low incident rate:

There had been **57,835** episodes of both escorted and unescorted leave from May 2014 to January 2016 from River House MSU and Chaffinch LSU.

River House 2008 – 2016:

There had been one escape from the River House Unit since it opened in February 2008.

For all restricted patients approval of leave had to be given by the Ministry of Justice, and a clinical submission drafted. Although rare, when there were incidents, SLaM recognised and shared the public's legitimate concerns when adult MSU patients absconded. There had been two incidents in the past seven years that led to public alerts.

Leave Breaches 2015 – 2016:

Definition of Key terms:

Escape – patient gets out of the ward without authorisation.

AWOL – patient detained under the Mental Health Act who fails to return whilst on leave without prior agreement or consent from the Clinical Team

Abscond- patient left the ward, hospital or an escort whilst on leave without prior agreement or consent from the Clinical Team

Failure to return – patient does not return from leave at agreed times by the Clinical Team.

Improvements to Security – GPS tracking and Police Liaison

In March 2010, Bethlem deployed the 'Buddi' system, a state of the art GPS tracking device for use with mental health patients, which locates and tracks anyone wearing one to within metres, logging their movements in real time. The devices are tamper proof and monitored 24/7. This device was specifically commissioned for SLaM in order to improve security around leave and also to enhance the confidence of the service users in case they got lost while on leave.

The Buddi system complemented SLaM's other security arrangements, which included strong liaison and joint working relationships with Bromley Police. As a result of SLaM's work with Bromley Police, a protocol was introduced for sharing alerts with them and with the Bromley Public Safety Committee. This included practical measures like 'grab packs' providing detailed information about every patient cared for within River House, including an up to date photograph. This could be provided to the police quickly in the event of a patient absconding.

Assurance and Investigation:

When a detained patient absconded, a notification is sent to the Ministry of Justice and to the Police, who make a judgement about whether to issue a public alert. All such incidents are monitored and investigated and if necessary escalated to Board level or external independent inquiry.

Patient risk assessments were updated in response to patient absconds. Wards multi professional teams also review patients' risks daily. The following improvements have been made in response to the investigations undertaken into absconding incidents:

- improved dialogue and communication with the Police
- systematic procedures have been introduced in relation to environmental checks and security management systems
- tagging systems have been introduced and this has significantly reduced the likelihood of absconding from River House.

Members asked what sort of patients were being treated at Bethlem. The Committee heard that patients consisted of "forensic" patients, those with various mental disorders and also some voluntary patients. It was the case that approximately 10% of patients came to Bethlem after becoming mentally ill in prison. They were returned to prison when they had recovered adequately. Most patients however, were ill at the time of committing an offense, and came under the remit of the Mental Health Act.

The Service Director underlined the fact that as far as Bethlem was concerned, the rate of re-offending and readmission was low. This was due to first class treatment and support, combined with thorough risk assessment. It was noted that if a serious incident occurred, a briefing protocol was in place to cascade information to councillors and community groups.

The Chairman asked how patients were supported after release, and what activities would they get involved with inside the hospital to pass the time. Ms Bateman answered that a variety of activities were offered in the hospital, including basic living skills, budgeting, cooking, and sometimes leave to study college courses. After leaving Bethlem, individuals would not be left unsupported. Normally they would move into supported accommodation, where the level of support would gradually be reduced as the individual became more independent. A programme had been developed with Nat West Bank to support patients with online banking, and with the setting up of basic bank accounts.

Dr Baggaley stated that he was pleased that the Police officer role on site had been actioned, and that this was working well. He was of the view that this reduced the demands on local policing, and was fostering good relationships with the police.

Dr Baggaley informed the Committee that the Bethlem site had been visited by the CQC, and had been rated overall as "good". With respect to learning disabilities, the site had been rated as "outstanding". It was the case that the gallery and museum had been renovated, and a visit was recommended. Channel 4 was doing some new filming at the hospital, focusing on the medium secure unit. This would be screened in due course.

It was agreed that SLAM would provide updates at regular intervals.

RESOLVED that the SLaM update be noted.

HOLDING THE PORTFOLIO HOLDER TO ACCOUNT

61 QUESTIONS TO THE PORTFOLIO HOLDER FROM MEMBERS OF THE PUBLIC AND COUNCILLORS ATTENDING THE MEETING

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

A) BUDGET MONITORING 2015/16

FSD16020

The Budget Monitoring report provided an update of the latest budget monitoring position for 2015/16 for the Public Protection and Safety Portfolio based on expenditure and activity levels up to 31st December 2015.

The Committee agreed that the Portfolio Holder should endorse the latest 2015/16 budget projection for the Public Protection and Safety Portfolio.

RESOLVED that the Portfolio Holder endorse the latest 2015/16 budget projection for the Public Protection and Safety Portfolio.

B) CAPITAL PROGRAMME MONITORING Q3 2015/16 & ANNUAL CAPITAL REVIEW 2016 TO 2020

FSD16023

It was noted that the Executive agreed a revised Capital Programme for the five year period 2015/16 to 2019/20. No changes were made to the Capital Programme for the Public Protection and Safety PDS Portfolio.

The Committee noted that the approved capital programme budget for the Public Protection and Safety PDS Portfolio was £340k for CCTV refurbishment. Councillor Tickner asked if the equipment being used in the CCTV room was now digital.

The Executive Director of Environment and Community Services stated that this was a matter that he would investigate.

RESOLVED:

(1) that the PPS/PDS Committee note the report

(2) that the Portfolio Holder endorse the Capital Programme agreed by the Executive on 10th February 2016

(3) that the Executive Director for Environmental and Community Services investigate if the new equipment in the CCTV room was now digital

62 VERBAL UPDATE ON THE PREVENT STRATEGY

The Head of Trading Standards and Community Safety (Mr Rob Vale) gave a verbal update concerning the PREVENT Strategy.

The Prevent Strategy was published by the Government in 2011, and was part of the overall counter terrorism strategy known as CONTEST. The aim of the Prevent strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism. The Prevent Strategy addressed all forms of terrorism and the Government would prioritise actions and responses according to the threat they posed to national security.

The Prevent Strategy has three specific strategic objectives:

- 1) To respond to the ideological challenge of terrorism and the threat the UK faces from those who promote it
- 2) To prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support as required
- 3) To work with sectors and institutions where there are risks of radicalisation that will need to be addressed

Mr Vale informed the Committee that a draft “Delivery Plan” was being developed, and this would be presented to the Safer Bromley Partnership Strategic Group on March 10th 2016. He stated that training workshops had been organised with Home Office funding. Mr Vale referenced the “Channel” programme and the Channel Panel.

It was the case that “Channel” formed a key element of the Prevent Strategy. The process is a multi-agency approach to identify and provide support to individuals who are at risk of being drawn into terrorism. It was the responsibility of local authorities to ensure that a multi-agency Channel Panel was working in their boroughs, and it was also the responsibility of the local authority to chair the Panel. An action plan was going to be signed by the Chief Executive, and the Executive Director of Environmental and Community Services.

Cllr Julian Benington asked if any contact had been made in this regard with the Somali community in Penge. Mr Vale stated that a steer would be taken from the Police and senior officers in terms of awareness delivery.

63 UPDATE REPORT FROM TRADING STANDARDS

The update from Trading Standards took the form of a report and PowerPoint presentation given by the Head of Trading Standards and Community Safety, Mr Rob Vale. The presentation focused on Scams and Rogue Traders.

It was the case that many individuals had been victims of mass marketing fraud and doorstep crime, where they had been persuaded by a variety of means to part with money.

This could take the form of being persuaded to part with money on their doorsteps for bogus repairs, or repairs that may be needed, but were grossly overpriced. Others lost money through fake prize draws and lotteries. It was the case that the national average age of victims was 74. The effects of being defrauded in your own home were severe and included:

- Loss of confidence
- More susceptible to repeat crime
- 2.5 times more likely to need care or to die within the next two years
- Depression
- Withdrawal from family and friends

This had a negative consequence in terms of additional costs to the financial health sector. It was noted that Bromley had a population of 320,000, with 58,000 of these aged over 65. Mr Vale outlined some real examples of these scams, with comments from the victims and families. It was also noted that these types of incidents were under reported.

Mr Vale informed the Committee that Trading Standards was providing training to various organisations in an attempt to increase awareness of these crimes. Training was given to bank staff, social care workers, volunteers and to the Police. Talks were also given to high risk groups. Examples were highlighted of how Trading Standards had successfully intervened in a number of cases.

The Committee were informed that Trading Standards were working with partners to:

- IDENTIFY victims of fraud
- PREVENT victims from further victimisation
- INVESTIGATE and PROSECUTE the criminals
- RAISE awareness of the problem in the community and with high risk groups
- EDUCATE partners as to how they can best work with LBB to protect victims

It was significant that the number of calls to the Bromley Trading Standards emergency response number had increased over the last few years. In 2010 there were 99 calls, and in 2015 there were 246. Similarly, reports to Trading Standards concerning doorstep crimes and scams had also increased—in 2010 there were 556, and in 2015 there were 1116.

It was estimated that the amount of money saved by interventions and disruptions since 2006 was in the region of £2.5m.

Councillor Hannah Gray asked how residents were being affected by telephone scams. Mr Vale answered that LBB had been funding and installing call blocking units to the most vulnerable. Kate Frail from Victim Support suggested that VS volunteers could work with LBB if help with community projects was required. Mr Vale was grateful for this suggestion, and would explore the possibility with Ms Frail in due course.

Mr Terry Belcher expressed interest in acquiring a call blocking device, and was advised to look at the “True Call” website:

<http://www.truecall.co.uk/>

Cllr Benington asked if prosecutions were dealt with by the Police. Mr Vale explained that the prosecutions would normally be dealt with by LBB. Cllr Tickner asked where the prosecutions would be dealt with, and if costs were applied for. The Committee were informed that the prosecutions could be dealt with by both the Magistrates’ Court and by the Crown Court.

Mr Vale advised the Committee that LBB used the services of a financial investigator to investigate the financial affairs of those involved in criminal activity. This was because LBB would endeavour to recover money and assets (including houses) as part of their investigations and interventions. LBB would always apply for a cost order.

The Portfolio Holder commended the work undertaken by Mr Vale and the Trading Standards Team. She felt that their success should be celebrated, and encouraged their nomination in the “Bromley Stars” programme.

Mr Vale informed the Committee that Bromley was seen by other boroughs as a centre of excellence and best practice. The Chairman drew attention to Table 5 under section 3.19 of the report. The Table outlined the percentage number of test purchases where no sale occurred. It was noted that the figures were worse for the year 2013/14. The Chairman asked why this was the case. Mr Vale responded that the reasons for this were not clear, but he assured that the Trading Standards Team would endeavour to maintain the percentage figures in the high 90’s going forward.

The Chairman expressed appreciation to Mr Vale for his excellent presentation and report, and for all of the hard work being undertaken by the Trading Standards Team.

RESOLVED that:

(1) the Trading Standards update report be noted

(2) Kate Frail and Rob Vale explore the possibility of using Victim Support volunteers to improve the physical aspects of properties of those persons deemed vulnerable to door step scams

64 WORK PROGRAMME AND CONTRACTS REGISTER

CSD16039

The Committee noted the Work Programme and Contracts Register.

Suggestions were made for items to be included in the future Work Programme:

- Presentation from the Ambulance Service
- Presentation from the Fire Service
- Portfolio Plan (next agenda)
- Drug Misuse
- Resilience (may be a Part 2 item)
- Alcohol Abuse
- Community Payback
- Environmental Agency Presentation (Environment PDS to be invited)
- Presentation from Domestic Violence Advocates/Women's Aid
- Transport Police
- Trading Standards Update
- Environmental Health Presentation

RESOLVED that the Work Programme and Contracts Register be noted, and the listed items above be incorporated into the future Work Programme.

65 CONSIDERATION OF ITEMS FOR THE NEXT AGENDA

Consideration of items was undertaken in the previous agenda item.

66 ACTION POINTS SUMMARY

The Committee noted the action points from the meeting.

67 ANY OTHER BUSINESS

No other business was discussed.

68 DATE OF THE NEXT MEETING

The Committee noted that the date of the next meeting had been provisionally confirmed for June 28th 2016, subject to ratification from the GP&L Committee.

THE CHAIRMAN TO MOVE THAT THE ATTACHED REPORTS, NOT INCLUDED IN THE PUBLISHED AGENDA, BE CONSIDERED AS A MATTER OF URGENCY ON THE FOLLOWING GROUNDS:

The Committee noted report number ES16017. This was a report written by the Assistant Director for Street Scene, Greenspace, and Public Protection. It was a report that was written for pre-decision scrutiny by the Environment PDS Committee on 15th March 2016. The report had been presented to the Public Protection & Safety PDS Committee as an urgent item, so that the PPS/PDS Committee could note the report and make comments that could be fed back to the Environment PDS Committee and the Portfolio Holder for Environment.

The report outlined a series of actions to be undertaken in the fight against envirocrime. The report was seeking endorsement for the Executive Director of Environmental and Community Services to be able to draw down the earmarked reserve to carry out the required actions recommended in the report. The Executive Director of Environmental and Community Services apologised for the lateness of the report, and outlined the reasons for this.

Cllr Samaris Huntington Thresher asked if the locations for the proposed width restrictions had been finalised, and if it was still possible for councillors to make suggestions concerning this. The Assistant Director for Street Scene, Greenspace and Public Protection stated that councillors were welcome to suggest suitable locations for the width restrictions.

Cllr Richard Williams enquired about proposed barriers in Crystal Palace Park, designed to limit the movement of Travellers. The Assistant Director responded that these barriers were due to be installed this month, and that these were part of the overall strategy of Prevention.

The Vice Chairman referred to Appendix 2 of the report, and to references 04 and 07. Reference 04 detailed the installation of a second CCTV camera at Star Lane; reference 07 detailed the development of crib walling, car parking and landscaping at the Star Lane junction with Wagtail Way. It was the case that both these works had now been completed.

RESOLVED that the report be noted and the recommendations therein be endorsed.

The Meeting ended at 9.10 pm

Chairman

This page is left intentionally blank

Report No.
CSD 16076

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: Public Protection and Safety PDS Committee

Date: 29th June 2016

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

Title: New Co-opted Members

Contact Officer: Stephen Wood, Democratic Services Officer
Tel: 020 8 313 4316 E-mail: stephen.wood@bromley.gov.uk

Chief Officer: Mark Bowen, Director of Corporate Services

Ward: N/A

1. Reasons for report

1.1 To update the Committee on details of Co-opted Members for 2016/17

1.2 It is proposed that the following Members be re-appointed:

- Mr Terry Belcher---Safer Neighbourhood Board
- Mr Alf Kennedy—Bromley Neighbourhood Watch
- Dr Robert Hadley—Bromley Federation of Residents Associations

1.3 It is proposed that the following new Members be appointed:

- Miss Katie Bacon—Bromley Youth Council
 - Miss Millie Banians—Bromley Youth Council
 - Ms Kate Frail—Victim Support
-

2. RECOMMENDATION:

The Committee is asked to note details of new and returning Co-opted Members and to endorse their acceptance and return onto the Committee.

Corporate Policy

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

Financial

1. Cost of proposal: Not Applicable:
 2. Ongoing costs: Not Applicable:
 3. Budget head/performance centre: Democratic Services
 4. Total current budget for this head: £ 335, 590
 5. Source of funding: 2014/2015 Revenue Budget
-

Staff

1. Number of staff (current and additional): 8 posts (7.27fte)
 2. If from existing staff resources, number of staff hours: Maintaining Co-opted Membership up to date involves about an hour's work.
-

Legal

1. Legal Requirement: None:
 2. Call-in: Not Applicable:
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): This Report is just intended for members of the Public Protection and Safety PDS Committee.
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: N/A

3. COMMENTARY

This Report is to update the Committee on the appointment of Co-opted Members for the Public Protection and Safety PDS Committee and is for information only.

Mr Terry Belcher has been appointed as Vice Chairman of the Bromley Safer Neighbourhood Board.

Mr Alf Kennedy has been appointed as Chairman of Bromley Neighbourhood Watch.

Ms Kate Frail has been appointed as the Service Delivery Manager for Victim Support.

Dr Robert Hadley has been appointed as the Chairman of Bromley Residents Federation.

Katie Bacon has been appointed as Bromley Youth Council Chair.

Millie Banians has been appointed as the BYC PPS representative.

4. POLICY IMPLICATIONS

N/A

5. FINANCIAL IMPLICATIONS

N/A

6. LEGAL IMPLICATIONS

N/A

7. PERSONNEL IMPLICATIONS

N/A

Non-Applicable Sections:	
Background Documents: (Access via Contact Officer)	

This page is left intentionally blank

Report No.
CSD 16077

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: Public Protection and Safety PDS Committee

Date: 29th June 2016

Decision Type: Non Urgent Non Executive Non Key

Title: **MATTERS ARISING**

Contact Officer: Steve Wood, Democratic Services Officer
Tel: 020 8313 4316 E-mail: stephen.wood@bromley.gov.uk

Chief Officer: Mark Bowen, Director of Corporate Services

Ward: N/A

1. Reason for report

1.1 **Appendix A** updates Members on matters arising from previous meetings.

2. RECOMMENDATION

2.1 The Committee is asked to review progress on matters arising from previous meetings.

Non-Applicable Sections:	Policy/Financial/Legal/Personnel
Background Documents: (Access via Contact Officer)	Previous Matters Arising reports and Minutes of meetings. Previous Agenda Document.

Corporate Policy

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

Financial

1. Cost of proposal: No Cost
 2. Ongoing costs: Not Applicable
 3. Budget head/performance centre: Democratic Services
 4. Total current budget for this head: **£335,590**
 5. Source of funding: 2015/16 revenue budget
-

Staff

1. Number of staff (current and additional): 8 posts (7.27fte)
 2. If from existing staff resources, number of staff hours: Completion of "Matters Arising" Reports for PP&S PDS meetings can take up to a few hours per meeting.
-

Legal

1. Legal Requirement: None
 2. Call-in: Not Applicable
-

Customer Impact

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

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: N/A

<u>Minute Number/Title</u>	<u>Matters Arising</u>	<u>Update</u>
Minute 56 Matters Arising 2nd March 2016	It was noted that the CCTV refurbishment works were due to be completed by the end of March 2016. A visit would be arranged for the PPS/PDS Committee to view the newly refurbished CCTV Centre.	The refurbishment works have been completed, and testing has been undertaken. A visit will be arranged in due course.
Minute 61B Capital Programme Monitoring 2nd March 2016	A Member enquired if the new equipment in the CCTV room was digital. The Executive Director for Environmental and Community Services said that he would look into this.	The LBB system is only partly digital; the main reason that LBB has not considered going over to a full digital system was due to the costs involved. To go completely digital would be from the cameras through to the recording, viewing and storage systems and it would involve LBB replacing all of the 190 cameras on its system. A full digital system was not previously considered as the digital PTZ cameras on the market (Pan Tilt and Zoom) have only recently become of an acceptable quality for public space usage and they are also expensive. Changing now would involve thousands of pounds per camera (but probably less if we were buying 190 cameras), although it would still be extremely expensive.
Minute 62 Update on the Prevent Strategy 2nd March 2016	Reference was made to a multi-agency Channel Panel, and that the Action Plan concerning this would be signed off by the Chief Executive and the Executive Director for Environmental and Community Services.	The Prevent Action Plan will be circulated to key partners. It will then go to the SBP Strategic Group before sign off by the Chief Executive and the Executive Director of Environmental and Community Services.
Minute 63 Update report from Trading Standards 2nd March 2016	It had been resolved that Kate Frail and Rob Vale discuss using VS volunteers to improve the external aspects of properties of those deemed to be vulnerable to scams and rogue traders.	Trading standards are going to train volunteers from Victim Support on how to spot signs of mass marketing fraud and doorstep crime so VS could make appropriate referrals. The matter of improving the external aspects of properties was discussed and it was decided that it was not possible to commit to this proposal currently-- but Trading Standards would consider looking at individual cases.

This page is left intentionally blank

Report No.
FSD16038

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: Public Protection & Safety Portfolio Holder

For Pre-Decision Scrutiny by the Public Protection & Safety PDS Committee on

Date: 29th June 2016

Decision Type: Non-Urgent Executive Non-Key

Title: Provisional Outturn 2015/16

Contact Officer: Claire Martin, Head of Finance
Tel: 020 8313 4286 E-mail: Claire.martin@bromley.gov.uk

Chief Officer: Nigel Davies, Executive Director of Environment and Community Services

Ward: Borough-wide

1. Reason for report

This report provides the Portfolio Holder with the provisional final outturn position for 2015/16 for the Public Protection and Safety Portfolio. This shows an under spend of £19k for 2015/16.

2. **RECOMMENDATIONS**

That the Portfolio Holder is requested to:

- 2.1 **Endorse the 2015/16 provisional outturn position for the Public Protection and Safety Portfolio.**
- 2.2 **Approve the drawdown of the carry forward sum of £60,610 held in Central Contingency to be used for vulnerable victims of domestic abuse as set out in 5.5.**

Corporate Policy

1. Policy Status: Existing Policy Sound financial management.
 2. BBB Priority: Excellent Council; Quality Environment
-

Financial

1. Cost of proposal: Not Applicable
 2. Ongoing costs: Recurring Cost
 3. Budget head/performance centre: All Public Protection and Safety Portfolio Budgets,
 4. Total current budget for this head: £2.527m
 5. Source of funding: Existing revenue budgets 2015/16
-

Staff

1. Number of staff (current and additional): 157ftes
 2. If from existing staff resources, number of staff hours: N/A
-

Legal

1. Legal Requirement: Statutory Requirement: The statutory duties relating to financial reporting are covered within the Local Government Act 1972; the Local Government Finance Act 1998; the Accounts and Audit Regulations 1996; the Local Government Act 2000 and the Local Government Act 2002
 2. Call-in: Applicable
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): The services covered in this report affect all Council Taxpayers, Business Ratepayers, those who owe general income to the Council, all staff, Members and Pensioners.
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments:

3. COMMENTARY

- 3.1 The 2015/16 provisional outturn for the Public Protection and Safety Portfolio shows an under spend of £109k against a controllable budget of £2.125m, representing a 5.13% variation. The detailed variations are shown in Appendix 1 with a summary included in Section 5.
- 3.2 Costs attributable to individual services have been classified as “controllable” and “non-controllable” in Appendix 1. Budget holders have full responsibility for those budgets classified as “controllable” as any variations relate to those factors over which the budget holder has, in general, direct control. “Non-controllable” budgets are those which are managed outside of individual budget holder’s service and, as such, cannot be directly influenced by the budget holder in the shorter term. These include, for example, building maintenance costs and property rents which are managed by the Property Division but are allocated within individual departmental/portfolio budgets to reflect the full cost of the service. As such, any variations arising are shown as “non-controllable” within services but “controllable” within the Resources Portfolio. Other examples include cross departmental recharges and capital financing costs. This approach, which is reflected in financial monitoring reports to budget holders, should ensure clearer accountability by identifying variations within the service that controls financial performance. Members should specifically refer to the “controllable” budget variations relating to portfolios in considering financial performance. These variations will include the costs related to the recession.

4. POLICY IMPLICATIONS

- 4.1 The Resources Portfolio Plan includes the aim of effective monitoring and control of expenditure within budget and includes the target that each service department will spend within its own budget.
- 4.2 The four year financial forecast report highlights the financial pressures facing the Council. It remains imperative that strict budgetary control continues to be exercised in 2016/17.
- 4.3 Chief Officers and Departmental Heads of Finance are continuing to place emphasis on the need for strict compliance with the Council’s budgetary control and monitoring arrangements.

5. FINANCIAL IMPLICATIONS

- 5.1 The total variation for the Public Protection and Safety Portfolio at the year-end is an under spend of £109k. Some of the major variations are summarised below, with more detail included in Appendix 1.
- 5.2 There is an underspend within Community Safety mainly as a result of maternity leave and staff leaving earlier than budgeted as part of the savings options.
- 5.3 There were savings of £21k for the mortuary and coroners service contracts during 2015/16.
- 5.4 The underspend within Public Protection was due to savings achieved on the Stray Dog contracts due to fewer dogs being kept in kennels and through the award of a new contract part way through the year. Other savings Cr £11k were mainly due to early implementation of the staffing review to achieve the budget options.

Carry Forward Request

Domestic Abuse Grant - £60,610

- 5.5 Bromley received a DCLG grant in 2014/15 and 2015/16 for £86,570 relating to the prevention of domestic abuse. The grant was awarded on the understanding that the project would be

delivered by Bromley Women's Aid (BWA) during 2015/16 and 2016/17. On 9 September, Executive agreed to carry forward any residual balance of the grant into 2016/17 to enable BWA to deliver the project. A sum of £60,610 has been transferred to the grant contingency and the Portfolio Holder is requested to agree that this sum can be drawn down.

Non-Applicable Sections:	Legal, Personnel
Background Documents: (Access via Contact Officer)	2015/16 budget monitoring files within ES finance section

Public Protection & Safety Portfolio Budget Monitoring Summary as at 31st March 2016

2014/15 Outturn £'000	Division Service Areas	2015/16 Original Budget £'000	2015/16 Latest Approved £'000	2015/16 Projected Outturn £'000	Variation £'000	Notes	Variation Last Reported £'000	Full Year Effect £'000
311	Public Protection Community Safety	256	246	219	Cr 27	1	Cr 30	0
341	Mortuary & Coroners Service	353	353	332	(21)	2	0	0
1,607	Public Protection	1,511	1,526	1,464	(61)	3	Cr 5	0
2,259	TOTAL CONTROLLABLE FOR PPS	2,120	2,125	2,015	Cr 109		Cr 35	0
92	TOTAL NON CONTROLLABLE	6	426	426	0		0	0
9	TOTAL EXCLUDED RECHARGES	151	(24)	(24)	0		0	0
2,360	PORTFOLIO TOTAL	2,277	2,527	2,417	Cr 109		Cr 35	0

Reconciliation of Latest Approved Budget £'000

Original Budget 2015/16 2,277

Domestic Abuse - Grant Related Expenditure 26

Domestic Abuse - Grant Related Income Cr 26

Merit Awards 5

Memorandum Items

Deferred Charges (REFCUS) 240

IAS19 (FRS17) 179

Excluded Recharges Cr 174

Reported Latest Approved Budget for 2015/16 2,527

REASONS FOR VARIATIONS**1. Community Safety Cr £27k**

There is an underspend on salaries of £21k due to a combination of maternity leave and staff leaving earlier than budgeted as part of the savings options.

Bromley received a DCLG grant in 2014/15 and 2015/16 for £86,570 relating to the prevention of domestic abuse. The grant was awarded on the understanding that the project would be delivered by Bromley Women's Aid (BWA) during 2015/16 and 2016/17. On 9 September, Executive agreed to carry forward any residual balance of the grant into 2016/17 to enable BWA to deliver the project. A sum of £60,610 has been transferred to the grant contingency and a carry forward request will be submitted to the Executive.

Other net minor variations total Cr £6k.

Summary of variations within Community Safety:	£'000
Variations within employee costs	Cr 21
Net minor variations	Cr 6
DCLG Grant 2015/16 (£60,610)	Cr 61
DCLG Grant 2015/16 to reserves Request for carry forward to 2016/17 £60,610)	<u>61</u>
Total variation for Community Safety	Cr 27

2. Mortuary and Coroners Service Cr £21k

There is an underspend on Mortuary costs of £14k as the existing fixed rate contract was still in force until late in 2015/16. The new contract for the Mortuary at the Princess Royal University Hospital was finalised but the charging system remained the same because of issues with Kings NHS IT systems. There is also a minor underspend of £7k on the Coroners Service.

3. Public Protection Cr £61k

£19k is the result of underspends on Employee costs, due to vacancies and some staff leaving earlier than budgeted as part of the savings options.

The number of dogs being kept in kennels and associated medical costs have been lower than in previous years, partly helped by the mild winter. As a result of this and also the changes to the kennelling charges through the award of a new contract, there is an underspend of Cr £50k for 2015/16.

Concreting works undertaken at Wagtail Way to deter fly tipping were carried out, but costs were significantly lower than estimated. A number of other initiatives for fly tipping also came in lower than estimated or had to be deferred. This has meant that the planned spend was £60k less than previously projected.

Other minor variations across the division total Dr £8k.

Summary of variations within Public Protection:	£'000
Variations within employee costs	Cr 19
Stray dogs kennelling contract	Cr 50
Other minor variations	8
Total variation for Public Protection	Cr 61

Waiver of Financial Regulations:

The Council's Contract Procedure Rules state that where the value of a contract exceeds £50k and is to be exempted from the normal requirement to obtain competitive quotations, the Chief Officer has to obtain the agreement of the Director of Resources and Finance Director and (where over £100,000) approval of the Portfolio Holder, and report use of this exemption to Audit Sub committee bi-annually. Since the last report to the Executive, no waivers have been actioned:

Virements Approved to date under Director's Delegated Powers

Details of virements actioned by Chief Officers under delegated authority under the Financial Regulations "Scheme of Virement" will be included in financial monitoring reports to the Portfolio Holder. Since the last report to Executive, no virements have been actioned:

Report No.
ES16037

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: PUBLIC PROTECTION & SAFETY PORTFOLIO HOLDER

**FOR PRE-DECISION SCRUTINY AT THE PUBLIC PROTECTION
AND SAFETY POLICY DEVELOPMENT AND SCRUTINY
COMMITTEE**

Date: Wednesday 29 June 2016

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

Title: FOOD SAFETY SERVICE PLAN 2016-2017

Contact Officer: Paul Lehane, Head of Food Safety, Occupational Safety and Licensing
Tel: 020 8313 4216 E-mail: Paul.Lehane@bromley.gov.uk

Chief Officer: Nigel Davies, Executive Director of Environment & Community Services

Ward: (All Wards);

1. Reason for report

To update Members on the performance of the Food Safety Team for the year 2015-2016 and to seek approval of the service plan for 2016-2017.

2. **RECOMMENDATION(S)**

Members are asked to

2.1 Note the performance of the food team for the year 2015-2016

2.2 Note the resourcing of the team for the year 2016-2017

Portfolio Holder is asked to

2.3 Approve the service plan for 2016-2017

Corporate Policy

1. Policy Status: Existing Policy: An annual service plan is prepared for the Food Standards Agency setting out how the Councils to fund resource and discharge its responsibilities for food safety. The plan attached at Appendix 1 sets out the plan for 2016-2017 and reviews performance for the previous year 2015-2016.
 2. BBB Priority: Children and Young People Excellent Council Safer Bromley Vibrant, Thriving Town Centres:
-

Financial

1. Cost of proposal: £270k
 2. Ongoing costs: Recurring Cost:
 3. Budget head/performance centre: Public Protection and Safety Portfolio budget
 4. Total current budget for this head: £270k
 5. Source of funding: Existing Revenue Budget 2016/17
-

Staff

1. Number of staff (current and additional): 5.39ftes
 2. If from existing staff resources, number of staff hours: N/A
-

Legal

1. Legal Requirement: Non-Statutory - Government Guidance:
 2. Call-in: Not Applicable:
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): All 2,500 food businesses in the Borough, all residents and visitors who buy or eat food produced or sold in the Borough
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments:

3. COMMENTARY

- 3.1 Members received a report (ES 16008) on the food safety service at the meeting held on 20 January 2016 highlighting the impact of staff reductions on the ability of the team to meet the inspection targets set by the FSA.
- 3.2 The FSA requires an annual service plan to be prepared for the food team setting out how the council funds, resources and plans to undertake its food safety duties. The plan also reviews the previous year's performance. A copy of the service plan for the year 2016-2017 and reviewing 205-2016 is attached as Appendix 1.

Staffing

- 3.3 Since the January 2016 report some short term additional resources have been made available to the team. The temporary part time officer was increased to full time and this will run until the end of June 2016. In addition we secured the services of a food safety officer for 6 months through Adecco. This officer is working up to 25 hours a week evenings and weekend.
- 3.4 The Head of Service has reviewed the resourcing of the food safety team and has decided to move 1 fte Environmental health officer from the health and safety enforcement team to the food safety team. This post is vacant and recruitment is underway. This will be reflected in the service plan in September 2016 when it is revised.
- 3.5 In addition cover is also been sought for the maternity leave of one of the current food safety officers from August.

Performance 2015 - 2016

- 3.6 A detailed performance report can found in Appendix 1 at page 15 of 19 'Review of Performance 2015-2016'. The key points being
- a. 568 food hygiene inspections were undertaken. 75% of the target 757.
 - b. 250 food standards inspections were undertaken. 83 % of the 300 planned
 - c. Overall the 74% of food businesses were found to be broadly compliant at the time of inspection was maintained above the 70% target.
 - d. All 8 businesses with a food hygiene rating score (FHRS) of Zero were improved
 - e. 148 revisits were undertaken
 - f. 256 complaints were investigated
 - g. 31 food samples were taken for analysis and followed up where necessary
 - h. 495 cases of suspected or confirmed food poisoning were reported and investigated

Work Targets for 2016 – 2017

- 3.7 As highlighted in report No ES 16008 20 January 2016, the number of outstanding inspections from previous years continues to be an issue for the team to address. Details of what we should do this year are set out in para 3.1 page 5 in the Service Plan in Appendix 1.
- 3.8 The total number of inspections due this year including the backlog is 1410. Members will be aware that we don't have the resources to achieve that and we will, as in previous years, target our responses based on risk.

3.9 The total number of inspections and interventions that we plan to undertake this year is 747. This is made up of

- 326 overdue B & C food hygiene inspections,
- 5 overdue food standards inspection,
- 115 due A & B food hygiene inspections
- 36 1 rated hygiene inspection not due an inspection in 2016/17 (Local Priority and part of the agreed Portfolio plan)
- 5, overdue A food standard inspection
- 40 unrated premises which are not low risk; and
- 180 projected new high-risk premises registering with the service.
- 40 FHRS rescore requests

4. POLICY IMPLICATIONS

4.1 The FSA require each Council to produce an annual service plan setting out how they will fund resource and implement their responsibilities under the Framework agreement on Feed and Food Controls by Local Authorities.

5. FINANCIAL IMPLICATIONS

5.1 The Council had a dedicated budget of £270k to run the food safety service.

6. LEGAL IMPLICATIONS

6.1 The FSA monitors the performance of Councils enforcement functions through the LAEMS returns. Where there are concerns the FSA may set standards, report to the authority on their performance and ultimately can direct the Council as to steps to be taken.

Non-Applicable Sections:	6. PERSONNEL IMPLICATIONS
Background Documents: (Access via Contact Officer)	

**London Borough of Bromley
Environmental Services
Public Protection**

**Food Standards Agency Framework Agreement on
Local Authority Food Law Enforcement**

Food Service Plan 2016-17 and Performance Review 2015-16

1.0	SERVICE AIMS AND OBJECTIVES
1.1	Aims and Objectives
	<ul style="list-style-type: none"> • To sustain and improve the standards of safety and quality of food manufactured, prepared and supplied in Bromley following a risk based intervention and enforcement programme and via business advice. • To exercise control and surveillance of communicable diseases. • To investigate complaints about food premises and food sold in the Borough. • To provide a fair, equitable and cost effective service to the Boroughs residents and businesses.
1.2	LINKS TO CORPORATE OBJECTIVES AND PLANS
	<ul style="list-style-type: none"> • Building a Better Bromley objectives • Public Protection & Safety Portfolio Plan. • Environmental Services Enforcement Policy
2.0	BACKGROUND
2.1	PROFILE OF THE LOCAL AUTHORITY
	<p>The Borough is the largest in London by area and occupies 59 square miles (152.8 km²), of which the majority is Metropolitan Green Belt land. 30 % of the land is farm land. There are four town centers; Bromley, Orpington, Beckenham and Penge. It has a population of over 300,000 people, the 4th most populous London borough, with an ethnic minority population of 16%. This is less than most London Boroughs. 72% of the residents are owner occupiers and over 78% of the economically active population are in employment with only 1.1% unemployed. The latest figures show that there are over 12,000 businesses in the borough, mostly operating in property, finance, retail and construction. The majority of businesses are small with less than nine people in each. Public administration, education and health are the boroughs largest employers. Business and financial services are the second largest employers. Biggin Hill airport, the Princess Royal University, Orpington, Beckenham Beacon and Bethlem Royal NHS Hospitals are located within the borough.</p>
2.2	ORGANISATIONAL STRUCTURE
	<ul style="list-style-type: none"> • The Food Team is located within the Public Protection Division of the Environmental and Community Services Department (See tables 2 and 3 for structure details). • Feeding stuffs and alcohol authenticity enforcement is carried out by the Trading Standards team. • Kent Scientific Services is appointed as the Food Analyst. • Public Health England acts as the Council's Food Examiner.

2.3	SCOPE OF THE FOOD SERVICE
	<p>Scope The Food Safety team undertakes the following activities to improve the safety of food manufactured, prepared and supplied within the borough Bromley and to control food borne communicable diseases via:</p> <ul style="list-style-type: none"> • Food hygiene and Food standards inspections • Responding to food safety incidents • Issuing approvals for premises under product specific hygiene regulations, • Food sampling • The investigation of complaints relating to food premises within the borough of Bromley • The investigation of complaints about food produced or purchased within the borough of Bromley • To act as the Proper Officer for notifiable diseases. • The investigation of notifiable food borne infections to determine the source of infection and prevent further spread • The investigation of premises within the borough where there are possible links to food poisoning • Provision of advice and support to existing and prospective food businesses within the borough on all issues relating to food hygiene and food standards via our website • Publicity relating to food safety • Consumer food advice via our website.
	<p>Other services provided alongside the food service:</p> <ul style="list-style-type: none"> • Health and safety “hazard spotting” is carried out in food premises where the local authority is the enforcing authority where significant health and safety matters are noted, in line with the Health and Safety Executives (HSE) National Local Authority Enforcement Code. • Advice about infection control procedures is given during visits to day care settings. • Responding to Freedom of information requests.
2.4	DEMANDS ON THE FOOD SERVICE
	<p>Premises Profile</p> <ul style="list-style-type: none"> • There are approximately 2500 food premises in Bromley, most of which are SMEs. This is a 13% increase on last year. There are also 6 third country food importers, 1 large manufacturing baker, 42 supermarkets, two approved fishery premises, an approved meat product manufacturer and an FSA approved catering butcher. 3 weekly markets, several occasional and visiting markets and events. 313 new premises registered in 2015/16 while 169 closed down. Bromley Town Centre is being redeveloped, and this continues to result in an increased number of new food businesses.

2.4	DEMANDS ON THE FOOD SERVICE CONTD.
	<p>Resources</p> <ul style="list-style-type: none"> The Food Team is run and managed in-house with 4.48 FTE food safety officers (1FTE food safety officer will be on maternity leave from July 16), including the Food Team Coordinator, who does not have a full inspection caseload. The team also has 0.25 FTE admin support. This is significantly below the number required to comply with our statutory requirements so 1.5 FT consultant food safety officers have be temporarily employed to assist the team, initially for 3 months. (See Table I – Summary of Food Team Resources). Commissioning options for the service are currently being explored.
	<p>Service Delivery</p> <ul style="list-style-type: none"> The service is based at the Bromley Civic Centre where the Customer Service Centre (CSC) is located to receive personal callers. Due to the reduction in food team staff, the service will focus on its statutory requirements with high risk activities taking priority. The service operates between office hours An emergency out of hours service is available. Out of hours interventions are carried out by officers as required. The Council’s website has sign posts to Food Team information for both consumers and businesses.
	<p>External Factors Having Impact on the Service</p> <ul style="list-style-type: none"> FBO’s having limited understanding of English The increasing number of business that only operate outside of office hours The high turnover of food businesses Emergency work such as closures, seizures, outbreaks and Food Alerts Prosecution work The increasing number of home based food businesses The redevelopment of Bromley Town Centre Food Hygiene Rating re-score requests and appeals Freedom of Information requests
2.5	REGULATION POLICY
	<ul style="list-style-type: none"> Public Protection has signed the Cabinet Office's Enforcement Concordat. The Enforcement Policy for Public Protection applies to all enforcement action taken in relation to the food service. It is located in the Legal Process Quality Manual of Public Protection "A Guide to Our Enforcement Policy" has been produced setting out the principles of the policy and enforcement actions. The policy is publicised on the Council's website. The Food Safety Team work to support the aims of the Regulators Code

3.0	SERVICE DELIVERY
3.1	Food Premises Interventions
	<p>The Food Safety Team inspects premises according to the FSA'S Food Law Code of Practice (the Code), where resources allow. Inspection frequencies are based on the food safety risk posed by the premises and inspection frequencies calculated using Chapter 5 of the Code.</p> <p>Food standard and hygiene inspections are combined when either will be due before the next routine inspection. However, separate Food Standards inspections are carried out in high risk premises.</p> <p>New premises are to receive a food safety inspection within 28 days of registration to comply with the Code, however, this is not always possible due to our resources. We therefore aim to inspect them within 3 months, depending on their food safety risk. New premises which are deemed to be low risk e.g. home cake-makers, are not routinely inspected. Their risk is assessed by a desk top exercise. This is a pragmatic approach which does not comply with the Code but ensures our resources are targeted towards higher risk premises. To date, we have 340 new premises which are awaiting an inspection, 300 of which are low risk businesses.</p> <p>To comply with the Code, Category A & B food hygiene inspections are to be carried out within 28 days of their inspection date and we aim to comply with this requirement. We have a back log of 38 B rated inspections, 10 of which only trade out of office hours. The Code requires premises to be inspected while they are trading. We will inspect these premises within 2016/17 as a priority.</p> <p>Category C food hygiene inspections are to be inspected every 18 months. Due to our resources, these premises are only inspected if they have a food hygiene rating of 0-2 or when they are the subject of a complaint. We have a backlog of 288 outstanding C rated inspections from 2016/17, 36 of which only trade out of office hours. The Code requires premises to be inspected while they are trading. We will inspect these premises within 2016/17.</p> <p>The number of outstanding category C food hygiene inspections from 2015/16 will have an impact on ability to comply with the inspection interval set out in the code in 2016/17. Therefore the majority of C rated food hygiene premises due in 2016/17 will have their food hygiene inspection delayed until 2017/18. This will have a cumulative effect on target inspection numbers in the following years.</p> <p>Category D food hygiene inspections are to be inspected every 24 months. Due to our resources, these premises are only inspected if they have a food hygiene rating of 0-2 or when they are the subject of a complaint. We have a back log of around 396 Category D food hygiene premises from previous years. With the current level of resources these will remain uninspected in this and future years. These premises are largely those which handle high risk food and have very good controls or handle low risk food. The number of outstanding category D inspections is a concern as if, their standards drop or their activities change, this will not be picked up by the team therefore potentially putting the public at risk.</p>

3.1	Food Premises Interventions contd.
	<p>Category A food standards inspections are due annually, we have 5 outstanding which will be given priority. Category B food standards inspections are due every 24 months. These are combined with hygiene inspections when the hygiene inspection is due. We currently have 97 outstanding category B food standard inspections.</p> <p>Low risk premises rated E for food hygiene and C for food standards are not routinely inspected as permitted in the Code. They are contacted every 3 years to assess their food safety risk under our Alternative Enforcement Strategy (AES). An AES project is due to be carried out during 2016/17.</p> <p>Under the Food Hygiene Rating Scheme (FHRS), premises can request to have their business re-rated with a non- programmed inspection being carried out under the 'Brand Standard' for the scheme, which Bromley has agreed to follow. These rescore inspections must take place within 3 to 6 months of the request being made. 23 were carried out during 2015/16. It is projected that approximately 40 rescore requests will be received this year as both business and customer awareness of the scheme increases. However, 6 requests have been received in the 1st two weeks of April so the estimated rescore inspections may be even greater if this trend continues.</p> <p>The resultant backlog in inspections is the result of the gradual reduction in food safety officers and admin staff over recent years along with the continued increase in the number of registered food businesses.</p> <p>We follow a graduated approach to enforcement and 42 individual Hygiene Improvement notices were served to ensure non-complainant business improve and a prosecution was prepared and passed to the Borough Solicitor.</p> <p>In total, there are 657 overdue food hygiene inspections, 5 food standards inspection and 40 unrated premises awaiting inspection. This, in addition to the 528 premises due for inspection in 2016/17 and the estimated 180 new premises likely to register during the year which will be inspected, gives a total inspection target for 2016/17 of around 1410 premises. We will also inspect 36 B rated inspections which, although not due an inspection in 2016/17, require urgent improvement.</p>

3.1	Food Premises Interventions Contd.
	<p>During 2016/17 we will prioritise the</p> <ul style="list-style-type: none"> • 326 overdue B & C food hygiene inspections, • the 5 overdue food standards inspection, • the 115 due A & B food hygiene inspections • 36, 1 rated hygiene business not due an inspection in 2016/17 • the 5, overdue A food standard inspection • the 40 unrated premises which are not low risk • the projected 180 new high-risk premises; and • 40 FHRS rescore requests <p>This gives a total of 747 food inspections due during the year and will require 4.6 FTE food safety officers based on our current inspection target, if no emergency or enforcement work is undertaken. This will be carried out by the equivalent of 3.7 FTE food safety officers (as the team coordinator has a 25% inspection load) and the 1.5 FTE equivalent contractor food safety officers supporting the team. It is anticipated the team will achieve 90% of the inspections due.</p> <p>An additional 4.8 FTE food safety officers will be required if the 396 overdue D food hygiene inspections and the 223 C & 158 D inspections due this year are to be carried out during 2016/17.</p> <p>Following a food hygiene inspection, food premises are rated in accordance with the Food Standards Agencies (FSA) Food Hygiene Rating Scheme (FHRS).</p> <p>Premises rated 0 - 2 receive additional follow up visits and written letters to ensure compliance and improved standards. Formal action will be considered where informal action is not successful, in line with our Enforcement Policy.</p> <p>Approved premises are to be inspected on an annual basis and we aim to comply with this requirement.</p> <p>Businesses that apply for a FHRS rescore inspection will be re-inspected within 3-6 months of their request.</p>

	OBJECTIVES	PERFORMANCE MEASURES
	<ul style="list-style-type: none"> To carry out 672 food hygiene interventions, largely by inspection, including rescore requests. 	<ul style="list-style-type: none"> Number of hygiene interventions carried out and % of those due.
	<ul style="list-style-type: none"> To carry out 250 food standards interventions, largely by inspection. 	<ul style="list-style-type: none"> Number of food standards interventions and % of those due.
	<ul style="list-style-type: none"> To send up to 600 schedules of improvement / warning letters to improve standards following interventions. 	<ul style="list-style-type: none"> Number of schedules of improvements / warning letters sent.
	<ul style="list-style-type: none"> To maintain the percentage of premises broadly compliant* for food hygiene at the time of inspection to 70%. (* Food Hygiene Rating of 5,4or 3) 	<ul style="list-style-type: none"> Number of Premises broadly compliant as a %
	<ul style="list-style-type: none"> To carry out up to 200 follow-up visits, focusing on zero - 2 star premises. 	<ul style="list-style-type: none"> Number of follow-up visits carried out.
	<ul style="list-style-type: none"> To improve 5 rated zero premises (This is a key performance indicator) 	<ul style="list-style-type: none"> Number of zero rated premises which have improved their rating
	<ul style="list-style-type: none"> To improve 56 of the 80 1 rated premises. (This is a key performance indicator) 	<ul style="list-style-type: none"> Number of 1 rated premises which have improved their rating
	<ul style="list-style-type: none"> To enforce the Food Information Regulations 2014 via FIRINs 	<ul style="list-style-type: none"> Number of FIRINs served
	<ul style="list-style-type: none"> To assess newly registered unrated business 	<ul style="list-style-type: none"> Number of questionnaires sent
	<ul style="list-style-type: none"> To carry out an AES survey of E rated businesses 	<ul style="list-style-type: none"> AES survey carried out.
3.2	Food Complaints /Service Requests	
	<p>The team will respond to complaints about food and food premises within the Borough where a breach of food safety legislation is suspected. The speed of response and level of investigation will depend on the severity of the complaint. This will be decided by the investigating officer with advice from the Lead Officer for food and/or the team manager as required and in accordance with our internal procedures. Urgent complaints will be responded to within 24 hours and non-urgent ones within 5 working days.</p>	
	OBJECTIVES	PERFORMANCE MEASURES
	<ul style="list-style-type: none"> To respond to up to 250 complaints/enquiries about food and food premises. 	<ul style="list-style-type: none"> Number of complaints/service enquiries responded to.
3.3	Home Authority Principle/ Primary Authority Partnerships	
	<p>The authority respects both the Primary and Home Authority schemes. We currently have no Primary Authority partnerships. We follow the Home Authority principles when dealing with requests about or from premises based in our borough, even where no formal agreement exists.</p>	

	<ul style="list-style-type: none"> To use Primary Authority Inspections forms where appropriate and refer to the Primary Authority to resolve issues found during inspection. 	<ul style="list-style-type: none"> No performance measure
	<ul style="list-style-type: none"> To refer to Primary Authorities when dealing with food complaints about food manufactured outside the Borough. 	<ul style="list-style-type: none"> No performance measure
3.4	Advice to Food Businesses	
	<p>The provision of advice and guidance to secure compliance with food law is an integral part of the work carried out by the service. Advice to existing food businesses will mostly be offered during inspections and revisits. Businesses seeking advice which is not directly related to a current food safety inspection will be directed to our website where food safety advice is available on a self-serve basis. Businesses will be given advice on the new Food Information Regulations 2014 during inspections.</p> <p>Advice to new and proposed food business and to consumers is given via our website only on a self-serve basis. Advisory visits to proposed food or refurbished premises are not made.</p>	
	<ul style="list-style-type: none"> To continue to provide advice to business during inspections. 	<ul style="list-style-type: none"> No performance measure
3.5	Food Inspection and Sampling	
	<p>Food sampling is an essential part of our enforcement service and is carried out in line with our sampling policy and programme. Our food sampling is intelligence led, focusing on existing and emerging issues, especially for food manufactured in the Borough or imported from third countries. Where possible, food sampling will be combined with food inspections or revisits.</p>	
	OBJECTIVES	PERFORMANCE MEASURES
	<ul style="list-style-type: none"> To participate in South East London Food Liaison Group, London Food Coordinating Group (FLCG), Food Standards Agency (FSA) and Public Health England (PHE) and EU sampling programmes for both analysis and examination. To carry out intelligence-led local sampling projects as a result of inspections, complaints or other information. 	<ul style="list-style-type: none"> Number of food samples analysed or examined.
3.6	Control and Investigations of Outbreaks and Food Related Infectious Disease	
	<p>The Public Health (Control of Disease) Act 1984 as amended and the Public Health (Infectious Disease) Regulations 1988 require certain communicable diseases to be notified to the Proper Officer within a Local Authority. Food Team officers investigate food borne diseases and food poisoning to establish the source of infection and prevent further spread. Outbreaks are investigated along with the South East London Health Protection Team who provide infection control advice along with statistical analysis.</p>	
	<ul style="list-style-type: none"> To investigate cases of food poisoning or suspected food poisoning connected with premises within the Bromley, in line with South East London Health Protection Team guidelines 	<ul style="list-style-type: none"> Number of cases investigated.

	<ul style="list-style-type: none"> To investigate outbreaks of food poisoning/suspected food poisoning/viral gastroenteritis. 	<ul style="list-style-type: none"> Number of outbreaks investigated.
3.7	Food Safety Incidents	
	<p>Food Alerts are received from the Food Standards Agency by email to our Food Safety Team email inbox. This is monitored regularly by the team admin. Alerts are sent to the Food Team Lead Practitioner or team manager to determine the action required.</p> <p>Where urgent action is required this work will be given priority, and, if necessary, resources can be brought in from other teams to assist. There is an out of office hours emergency arrangement where urgent action is required when the office is closed.</p>	
	<ul style="list-style-type: none"> To respond to all food alerts and other food safety incidents issued by the FSA, as appropriate. 	<ul style="list-style-type: none"> Number of food alerts/incidents responded to.
3.8	Liaison with Other Organisations	
	<p>The Team is a member of the South East London Food Liaison Group, Environmental Health Working Group and the Public Health Group and has designated members to attend. The team will also liaise with other enforcement organisations such as the Food Standards Agency and Department for Environment, Food and Rural Affairs etc., other Environmental Health Departments and professional organisations such as The Association of London Environmental Health Managers.</p>	
	<ul style="list-style-type: none"> To ensure the food service liaises with and participates in joint initiatives with other Council Departments, organisations and Borough as required. To send representatives to the South East London Food Liaison Group, Environmental Health Working Group and Public Health Group. To have a nominated OFSTED liaison officer To have a nominated schools liaison officer 	<ul style="list-style-type: none"> No performance measures.
3.9	Food Safety and Standards Promotion	
	<p>The promotion of food safety issues is an important means to secure food safety compliance in food businesses. The website and press releases are used to highlight key issues such as food safety week. The team participates in the FSA Food Hygiene Rating Scheme and encourages business to display the score received.</p>	
	<ul style="list-style-type: none"> To update the food service's website. 	<ul style="list-style-type: none"> Evaluated by the Website Coordinator.
	<ul style="list-style-type: none"> To publicise food hygiene myths during Food Safety Week 	<ul style="list-style-type: none"> No performance measure
	<ul style="list-style-type: none"> To continue to participate in the FSAs FHRS 	<ul style="list-style-type: none"> No performance measure
	<ul style="list-style-type: none"> To issue Press Releases 	<ul style="list-style-type: none"> No performance measure
	OBJECTIVES	PERFORMANCE MEASURES
3.1	Health and Safety in Food Premises	
0		

	Food team officers carry out health and safety hazard spotting while visiting food premises. Significant offences will be reported to the Public Protection Health and Safety team for action.	
	<ul style="list-style-type: none"> To carry out up to health and safety “hazard spotting” in food premises where significant offences are noted. To liaise with the Health and Safety Team where formal action in food premises is required.. 	<ul style="list-style-type: none"> Number of health and safety “hazard spotting” inspections carried out.
4.0	RESOURCES	
4.1	Financial Allocation	
	<ul style="list-style-type: none"> The overall cost of the food service for 2015/16 was £278,830 (salaries inc national insurance and pension) The budget set aside for 2016/17 is £269,730 including the budget set aside for food sampling & analysis of £6,050 	
4.2	Staffing Allocation	
	<ul style="list-style-type: none"> See Table 1 	<ul style="list-style-type: none"> No performance measure.
4.3	Staff Development	
	<ul style="list-style-type: none"> Staff training and development needs are met via a mixture on in-house and external training. PADs reviews are carried out by the team manager 	<ul style="list-style-type: none"> No performance measure. No performance measure.
5.0	Quality Assessment	
5.1	<ul style="list-style-type: none"> To carry out internal monitoring to verify conformance with legal obligations, the Code and internal procedures. 	<ul style="list-style-type: none"> Internal monitoring.
	<ul style="list-style-type: none"> To track the outcomes of zero rated inspections, with the aim of improving their star ratings. 	<ul style="list-style-type: none"> Internal monitoring.
	<ul style="list-style-type: none"> To participate in Inter authority auditing as required. 	<ul style="list-style-type: none"> No performance measure
6.0	Review	
6.1	<ul style="list-style-type: none"> The Service Plan will be reviewed at 6 monthly intervals and progress reported to the Head of Food, Safety and Licensing along with service developments. 	<ul style="list-style-type: none"> Internal Monitoring

TABLE 1 - SUMMARY OF STAFF RESOURCES REQUIRED FOR FOOD SERVICE

SERVICE DELIVERY	FULL TIME EQUIVALENT OFFICERS - BELOW MANAGER LEVEL REQUIRED TO UNDERTAKE 2016/17 WORK PLAN (IF NO ENFORCEMENT WORK IS UNDERTAKEN)	FULL TIME EQUIVALENT OFFICERS - BELOW MANAGER LEVEL TO CARRY OUT ALL OVERDUE INSPECTIONS) (IF NO ENFORCEMENT WORK IS UNDERTAKEN)
Food Premises Inspections	• 4.6 *FSO/LO	• 9.4 *FSO/LO
Food Complaints	• 0.4 FSO/LO	• 0.4 FSO/LO
Home Authority Advice	• 0.0 (No longer offered directly)	• 0.0 (No longer offered directly)
Advice to Businesses	• 0.0 (No longer offered directly)	• 0.0 (No longer offered directly)
Advice to Consumers	• 0.0 (No longer offered directly)	• 0.0 (No longer offered directly)
Food Sampling	• 0.10 FSO/LO	• 0.10 FSO/LO
Control and Investigation of Outbreaks and Food Related Infectious Disease	• 0.25 FSO/LO	• 0.25 FSO/LO
Food Safety Incidents	• 0.03 FSO/LO	• 0.03 FSO/LO
Liaison - with the South East London Sector food liaison & Environmental Health Working Groups	• 0.02 LO	• 0.02 FSO/LO
Food Safety and Standards Promotion	• 0.01 FSO/LO	• 0.01 FSO/LO
Health and Safety in Food Premises	• 0.10 FSO/LO	• 0.10 FSO/LO
Staff Training and Development	• 0.10 FSO/LO	• 0.10 FSO/LO
Assessing low risk businesses via AES	• 0.20 FSO	• 0.20 FSO
FOIs and FHRS appeals and right of reply	• 0.10 LO	• 0.1 LO
Quality Assessment	• 0.20 LO	• 0.20 LO
Technical Support	• 0,50 LO	• 0.50 LO
Administration	• 0.50	• 0.50
TOTAL STAFF RESOURCE REQUIRED	• 6.11	• 11.91
TOTAL RESOURCE PROVIDED	• 4.34	• 4.34

**FSO = Food Safety Officer LO = Lead Officer*

Table 2

Environmental and Community Services Department Departmental Structure

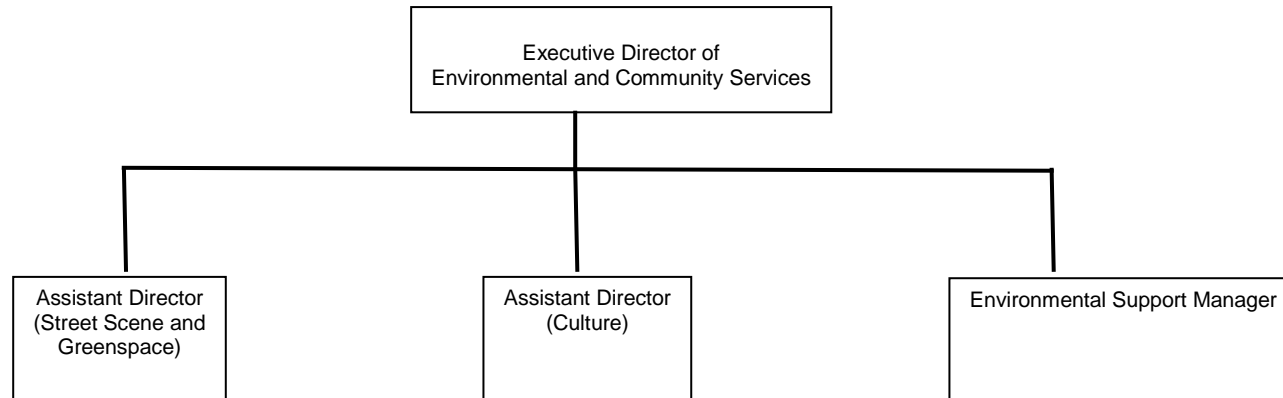
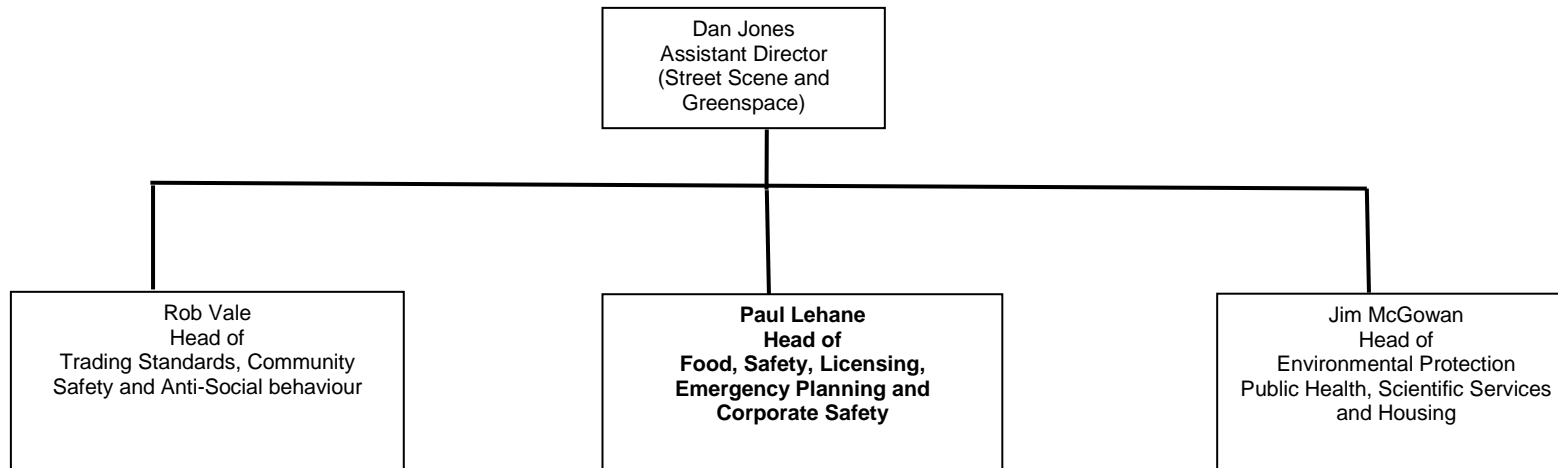


Table 3

**Environmental Services Department
Public Protection Structure**



PERFORMANCE REVIEW 2015-16

	OBJECTIVES	PERFORMANCE MEASURES
	<ul style="list-style-type: none"> To carry out 757 food hygiene interventions, largely by inspection. 	<ul style="list-style-type: none"> Number of hygiene interventions carried out was 568 and 75% of those due.
	<ul style="list-style-type: none"> To carry out 300 food standards interventions, largely by inspection. 	<ul style="list-style-type: none"> Number of food standards interventions was 250 and 83 % of those due.
	<ul style="list-style-type: none"> To send up to 600 schedules of improvement / warning letters to improve standards following interventions. 	<ul style="list-style-type: none"> Number of schedules of improvements / warning letters sent was 589
	<ul style="list-style-type: none"> To maintain the percentage of premises broadly compliant for food hygiene at the time of inspection to 70%. 	<ul style="list-style-type: none"> Number of Premises broadly compliant as a % is 74%
	<ul style="list-style-type: none"> To carry out up to 200 follow-up visits, focusing on zero - 2 star premises. 	<ul style="list-style-type: none"> Number of follow-up visits carried out was 148.
	<ul style="list-style-type: none"> To improve 8 rated zero premises (This is a key performance indicator) 	<ul style="list-style-type: none"> Number of zero premises which have improved their rating is 8
3.2	Food Complaints /Service Requests	
	The team will respond to complaints about food and food premises within the Borough where a breach of food safety legislation is suspected. The speed of response and level of investigation will depend on the severity of the complaint. This will be decided by the investigating officer with advice from the Lead Officer for food and/or the team manager as required and in accordance with our internal procedures. Urgent complaints will be responded to within 24 hours and non-urgent ones within 5 working days.	
	OBJECTIVES	PERFORMANCE MEASURES
	<ul style="list-style-type: none"> To respond to up to 300 complaints/enquiries about food and food premises. 	<ul style="list-style-type: none"> Number of complaints/service enquiries responded to was 256.
3.3	Home Authority Principle/ Primary Authority Partnerships	
	The authority respects both the Primary and Home Authority schemes. We currently have no Primary Authority partnerships and 2 Informal Home Authority agreements which will be terminated during 2015-2016. We will follow the Home Authority principles when dealing with requests about or from premises based in our Borough, even where no formal agreement exists.	
	<ul style="list-style-type: none"> To use Primary Authority Inspections forms where 	

	appropriate and refer to the Primary Authority to resolve issues found during inspection.	
	<ul style="list-style-type: none"> To refer to Primary Authorities when dealing with food complaints about food manufactured outside the Borough. 	
3.4	Advice to Food Businesses	
	<p>The provision of advice and guidance to secure compliance with food law is an integral part of the work carried out by the service. Advice to existing food businesses will mostly be offered during inspections and revisits. Businesses seeking advice which is not directly related to a current food safety inspection will be directed to our website where food safety advice is available on a self-serve basis. Businesses will be given advice on the new Food Information Regulations 2014 during inspections.</p> <p>Advice to new and proposed food business and to consumers is given via our website only on a self-serve basis. Advisory visits to proposed food or refurbished premises are not made.</p>	
	<ul style="list-style-type: none"> To continue to focus on improving the star rating of food premises in the Borough with 0 stars by 100%. 	<ul style="list-style-type: none"> 100 % of zero star premises have a higher rating at the end of March 2016.
3.5	Food Inspection and Sampling	
	<p>Food sampling is an essential part of our enforcement service and is carried out in line with our sampling policy and programme. Our food sampling is intelligence led, focusing on existing and emerging issues, especially for food manufactured in the Borough or imported from third countries. Where possible, food sampling will be combined with food inspections or revisits.</p>	
	OBJECTIVES	PERFORMANCE MEASURES
	<ul style="list-style-type: none"> To participate in South East London Food Liaison Group, London Food Coordinating Group(FLCG), Food Standards Agency (FSA) and Public Health England (PHE) and EU sampling programmes for both analysis and examination. To carry out intelligence-led local sampling projects as a result of inspections, complaints or other information. 	<ul style="list-style-type: none"> Number of food samples analysed or examined was 31.
3.6	Control and Investigations of Outbreaks and Food Related Infectious Disease	
	<p>The Public Health (Control of Disease) Act 1984 as amended and the Public Health (Infectious Disease) Regulations 1988 require certain communicable diseases to be notified to the Proper Officer within a Local Authority. Food Team officers investigate food borne diseases and food poisoning to establish the source of infection and prevent further</p>	

	spread. Outbreaks are investigated along with the South East London Health Protection Team who provide infection control advice along with statistical analysis.	
	<ul style="list-style-type: none"> To investigate cases of food poisoning or suspected food poisoning connected with premises within the Bromley, in line with South East London Health Protection Team guidelines 	<ul style="list-style-type: none"> Number of cases investigated was 495.
	<ul style="list-style-type: none"> To investigate outbreaks of food poisoning/suspected food poisoning/viral gastroenteritis. 	<ul style="list-style-type: none"> Number of outbreaks investigated was 2.
3.7	Food Safety Incidents	
	<p>Food Alerts are received from the Food Standards Agency by email to our Food Safety Team email inbox. This is monitored regularly by the team admin. Alerts are sent to the Food Team Lead Practitioner or team manager to determine the action required.</p> <p>Where urgent action is required this work will be given priority, and, if necessary, resources can be brought in from other teams to assist. There is an out of office hours emergency arrangement where urgent action is required when the office is closed.</p>	
	<ul style="list-style-type: none"> To respond to all food alerts and other food safety incidents issued by the FSA, as appropriate. 	<ul style="list-style-type: none"> Number of food alerts/incidents responded to was 3.
3.8	Liaison with Other Organisations	
	<p>The Team is a member of the South East London Food Liaison Group, Environmental Health Working Group and the Public Health Group and has designated members to attend. The team will also liaise with other enforcement organisations such as the Food Standards Agency and Department for Environment, Food and Rural Affairs etc., other Environmental Health Departments and professional organisations such as The Association of London Environmental Health Managers.</p>	
	<ul style="list-style-type: none"> To ensure the food service liaises with and participates in joint initiatives with other Council Departments, organisations and Borough as required. To send representatives to the South East London Food Liaison Group, Environmental Health Working Group and Public Health Group. To have a nominated OFSTED liaison officer To have a nominated schools liaison officer 	

3.9	Food Safety and Standards Promotion	
	The promotion of food safety issues is an important means to secure food safety compliance in food businesses. The website and press releases are used to highlight key issues such as food safety week. The team participates in the FSA Food Hygiene Rating Scheme and encourages business to display the score received.	
	<ul style="list-style-type: none"> To update the food service's website. 	<ul style="list-style-type: none"> Evaluated by the Website Coordinator.
	<ul style="list-style-type: none"> To publicise food hygiene myths during Food Safety Week 	
	<ul style="list-style-type: none"> To continue to participate in the FSAs FHRS 	
	<ul style="list-style-type: none"> To issue Press Releases 	
	OBJECTIVES	PERFORMANCE MEASURES
3.10	Health and Safety in Food Premises	
	Food team officers carry out health and safety hazard spotting while visiting food premises. Significant offences will be reported to the Public Protection Health and Safety team for action.	
	<ul style="list-style-type: none"> To carry out up to health and safety "hazard spotting" in food premises where significant offences are noted. To liaise with the Health and Safety Team where formal action in food premises is required.. 	<ul style="list-style-type: none"> Number of health and safety "hazard spotting" inspections carried out was 34.
4.0	RESOURCES	
4.1	Financial Allocation	
	<ul style="list-style-type: none"> The overall cost of the food service for 2014/15 was £301,606 (salaries inc national insurance and pension) The budget set aside for 2015/16 is ££214.506 The budget set aside for food sampling & analysis is £6,000 	
4.2	Staffing Allocation	
	<ul style="list-style-type: none"> See Table 1 	
4.3	Staff Development	
	<ul style="list-style-type: none"> Staff training and development needs are met via a mixture on in-house and external training. PADs reviews are carried out by the team manager 	All staff have carried out sufficient training to meet the CPD requirements of the Code.

5.0	Quality Assessment	
5.1	<ul style="list-style-type: none"> To carry out internal monitoring to verify conformance with legal obligations, the Code and internal procedures. 	<ul style="list-style-type: none"> Internal monitoring.
	<ul style="list-style-type: none"> To track the outcomes of zero rated inspections, with the aim of improving their star ratings. 	<ul style="list-style-type: none"> Internal monitoring.
	<ul style="list-style-type: none"> To participate in Inter authority auditing as required. 	<ul style="list-style-type: none"> The team underwent a FSA sponsored IAA in October 2015.
6.0	Review	
6.1	<ul style="list-style-type: none"> The Service Plan will be reviewed at 6 monthly intervals and progress reported to the Head of Food, Safety and Licensing along with service developments. 	<ul style="list-style-type: none"> Internal Monitoring

This page is left intentionally blank

Report No.
ES16022

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: PUBLIC PROTECTION & SAFETY PORTFOLIO HOLDER

FOR PRE-DECISION SCUTINY BY PUBLIC PROTECTION AND SAFETY POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Date: Wednesday 29 June 2016

Decision Type: Non-Urgent Executive Key

Title: DRAFT PORTFOLIO PLAN 2016-17

Contact Officer: Kirsty Armstrong, Business Coordinator
Tel: 020 8313 4727 E-mail: Kirsty.Armstrong@bromley.gov.uk

Chief Officer: Nigel Davies, Executive Director of Environment & Community Services

Ward: (All Wards);

1. Reason for report

This report provides a draft of the Public Protection and Safety Portfolio Plan for 2016/17,

2. **RECOMMENDATION(S)**

- 2.1 The Public Protection and Safety Policy Development and Scrutiny Committee is invited to comment on the proposed Portfolio Plan for 2016/17. The plan includes an outline of activity in all areas of Public Protection work delivered by the Council, and through the Council's leadership of the Safer Bromley Partnership.
- 2.2 Subject to comments from the Policy Development and Scrutiny Committee, the Portfolio Holder is asked to adopt the attached Portfolio Plan for 2016/17.

Corporate Policy

1. Policy Status: Existing Policy
 2. BBB Priority: Children and Young People Excellent Council Quality Environment Safer Bromley Supporting Independence Vibrant, Thriving Town Centres
-

Financial

1. Cost of proposal: Not Applicable
 2. Ongoing costs: Not Applicable
 3. Budget head/performance centre: Public Protection and Safety Portfolio
 4. Total current budget for this head: £1.948m and MOPAC grant funding of £344k
 5. Source of funding: Existing controllable revenue budgets 2016/17
-

Staff

1. Number of staff (current and additional): 44 FTEs
 2. If from existing staff resources, number of staff hours: Not applicable
-

Legal

1. Legal Requirement: Statutory Requirement: numerous statutes covering Public Health and Safety, Environmental Protection. Licensing, Consumer Protection, Anti-Social Behaviour, Food Safety, and Control of Communicable Diseases, etc.
 2. Call-in: Applicable
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): All of the Council's customers (including council tax payers) and users of the services.
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: Not Applicable

3. COMMENTARY

- 3.1 The Public Protection and Safety Portfolio leads the delivery of the Council's activity to ensure that Bromley continues to become a safer place for its residents and those that visit the borough. The scope of the Portfolio is wide and cuts across many of the key areas of work within the authority. While much of the work outlined within this plan is delivered by the Public Protection team (Environment and Community Services), it is acknowledged that the development of effective partnerships, and the support for other areas of activity, are crucial in delivering a safe and secure borough.
- 3.2 For 2016/17, the focus of activity will be to achieve further positive outcomes, while ensuring that services remain value for money. In particular, the following priorities have been highlighted:
- Target night-time anti-social behaviour through targeted interventions.
 - Take action against rogue traders, particularly those who target the vulnerable, through preventative and enforcement activity with banks and adult safeguarding partners.
 - Tackle the sale of age-restricted products, particularly alcohol and tobacco, through test purchase operations.
 - Inspect 100% of high-risk food businesses (Risk Category A and B hygiene) to ensure food safety standards are met.
 - Provide the CCTV monitoring service for town centres and other key areas.
- 3.3 These ambitions are reflected within the Portfolio Plan, and it is divided across the range of service functions provided by the Public Protection and Safety division (Environment and Community Services). The Portfolio Plan also acknowledges the important role played by other agencies, and, in particular, the support for effective partnerships that deliver reductions in offending and anti-social behaviour. As such, the Portfolio Plan includes a section relating to these partnerships and the associated priorities for action. The Public Protection and Safety Portfolio Holder and Policy Development and Scrutiny Committee will continue to manage and deliver services that will support work to reduce harm caused by illegal drugs, reduce youth offending, and protect vulnerable adults within the borough.
- 3.4 The proposed Portfolio Plan for 2016/17 is attached in Appendix 1 and sets out the details of the targets for the coming year. It is intended that the information and activity contained within the Plan are indicative of a broader approach to reducing crime and anti-social behaviour in the borough. Throughout the year, Members will be provided with updates on the targets identified, and will receive presentations on the broad range of work that is undertaken in order to maintain the borough's reputation as a safe environment. Members are asked to provide comments on the attached plan, and to recommend to the Portfolio Holder for Public Protection and Safety that the proposed Portfolio Plan is adopted for 2016/17.
- 3.5 The Public Protection Division also manages the Emergency Planning Service. For information, the main aim for this service for 2016/17 is to review the emergency plan for Bromley Town Centre, working with local business, partner agencies, and emergency services.
- 3.6 The contract monitoring summary for CCTV Monitoring, the Portfolio's only contract over the value of £500k, is attached for information as Appendix 2, in accordance with Procurement requirements. The other contracts within the Portfolio are of a lower value, and are listed in Appendix 2 (Public Protection and Safety Contracts Register Summary) of the Work Programme and Contracts Register, Report No: CSD16078 (29th June 2016). CCTV Maintenance, Dog

Collection and Transportation, Vets: Animal Welfare Enforcement, Coroner's Service, and Mortuary contract summaries are also attached for information.

4. POLICY IMPLICATIONS

- 4.1 The attached Portfolio Plan is recommended as a summary of activity and accountability in relation to the Council's role in making the borough a safer place. Reducing crime and anti-social behaviour continue to be significant priorities for the Council, both in the activities delivered across a wide range of services, and in the Council's leadership of key multi-agency partners.

5. FINANCIAL IMPLICATIONS

- 5.1 The priorities, as set out in this report, will be delivered within the resources identified in the Portfolio budget for 2016/17 (£1.948m), together with any further external funding that can be secured.

Non-Applicable Sections:	Legal and Personnel Implications
Background Documents: (Access via Contact Officer)	Public Protection and Safety Portfolio Plan 2016/17

Public Protection Portfolio Plan 2016/17

Introduction

I am proud that we live in a safe borough and that the Council has continued to play a leading role in maintaining community safety and supporting residents and businesses. I understand the impact that crime and anti-social behaviour can have on people's lives, and keeping Bromley safe continues to be my priority. The climate continues to be financially challenging. We are working with colleagues to support the development of the Council as a commissioning authority, ensuring that excellent services are delivered in the most cost-effective, efficient way.

In the past year levels of crime have continued to fall, including target areas such as burglary, making Bromley one of the safest boroughs in London. I am immensely proud of the work that the Council has delivered to make the borough a safer place both as the primary delivery agent, and in leading on the development and implementation of crime-reducing partnership activities. Even more so, I am proud of the determined effort delivered by local residents and businesses to maintain the borough's record of crime reduction. The challenge remains to reduce crime and anti-social behaviour, and to increase community engagement to ensure the borough is a safer place.

As Portfolio Holder I believe I have a lead role to focus our activities on some of the most vulnerable in our society, be they elderly residents, young people, or local traders. We know only too well the threats posed by illegal activity, and we remain committed to keeping the borough safe. By ensuring that we deliver our priorities, as outlined in the following pages, we are confident that, working together, we can deliver a safer borough.

We continue to be committed to working in partnership. Not only will we maximise the opportunities to reduce crime and disorder by engaging with other departments and teams within the Council, but we will work hard to continue to develop supportive and productive partnerships with other agencies, such as the Police, Fire Brigade and Probation Service, to maximise the opportunity to reduce crime and disorder. Ultimately, we will also seek to develop further and to build on the excellent work of our residents and communities in tackling crime and disorder.

Councillor Kate Lymer

Portfolio Holder for Public Protection and Safety

Outcome 1	We will keep Bromley safe
Issues	Community Safety
	Anti-Social Behaviour and Youth Crime
	Domestic Violence

Aim	The Community Safety team proactively works to prevent crime and reinforce confidence in the borough as a safe place	
In 2016/17, we will:		Head of Service
1.1	Tackle anti-social behaviour through the delivery of targeted, intelligence-led operations with the Police. (Operation Crystal – 1A)	Rob Vale
1.2	Support young people to remain in education, employment and training, through our mentoring service . (1B)	Jane Belding
1.3	Ensure all victims of domestic violence involved in criminal Court procedures are offered the support of an advocate. (1C)	Anne Watts
1.4	Provide support for the Safer Bromley Partnership Board .	Rob Vale
1.5	Target night-time crime and disorder in high-risk licensed premises through four joint operations with the Police (Operation Budgie).	Paul Lehane
1.6	Update the rest centre plan, as part of Emergency Planning , and review arrangements for establishing rest centres, survivor reception centres and family reception centres. Recruit and train staff and volunteers as necessary.	Paul Lehane

Outcome 2	We will protect consumers
Issues	Rogue traders, scams and bogus callers
	Under-age sales

Aim	The Trading Standards team protects consumers, and in particular the vulnerable, to ensure there is a fair, safe and genuine trading environment	
In 2016/17, we will:		Head of Service
2.1	Take action against rogue traders , particularly those who target the vulnerable, through preventative and enforcement activity with banks and adult safeguarding partners. (2A)	Rob Vale
2.2	Provide a rapid response service to all victims of doorstep crimes and scams . (2B)	Rob Vale
2.3	Tackle the sale of age-restricted products , particularly alcohol and tobacco, through test purchase operations. (2C)	Rob Vale
2.4	Undertake four targeted operations to ensure businesses abide by licence conditions (alcohol prices).	Paul Lehane

Outcome 3	We will support and regulate businesses
Issues	Food Safety
	Licensing
	Health and Safety
	Business Resilience

Aim	The Food, Health and Safety and Licensing team supports and regulates businesses to ensure safe food, safe and healthy workplaces, and licence conditions are met	
In 2016/17, we will:		Head of Service
3.1	Inspect 100% of high-risk food businesses (Zero and 1 FHRS scores) to ensure food safety standards are met. (3A)	Paul Lehane
3.2	Investigate significant complaints, accident reports and other notifications. (3B)	Paul Lehane
3.3	Establish a close working partnership with the Orpington and Bromley BID Teams in order to support local licenced businesses .	Paul Lehane

Outcome 4	We will protect the environment
Issues	Environmental protection
	Complex industrial pollution
	Community noise

Aim	The Environmental Protection team manages air quality, drainage issues, land contamination, public health nuisance and noise, CCTV, housing enforcement, housing improvement, empty properties, Disabled Facilities Grants, coroner and mortuary and pest control.	
In 2016/17, we will:		Head of Service
4.1	Work proactively with the community to reduce noise nuisance .	Jim McGowan
4.2	Provide the CCTV monitoring service for town centres and other key areas. (4B)	Jim McGowan
4.3	Develop a computerised system for producing contaminated land reports . (4C)	Jim McGowan
4.6	Depending on the result of the new lease negotiations, analyse and expand the current noise plan for Biggin Hill .	Jim McGowan


Appendix 1: Performance Indicators

Performance Indicators		12/13	13/14	14/15	15/16 target	15/16	16/17 target
1A	Number of Operation Crystal initiatives carried out	New	12	12	12	12	12
1B	Number of mentoring relationships forged	New	142	154	100	146	100
1C	Percentage of victims of domestic abuse offered the support of an advocate	New	New	New	100%	100%	100%
2A	Number of referrals of doorstep crime incidents from banks and adult safeguarding partners	20	26	45	50	80	60
2B	Number of rapid response interventions resulting in a real saving to consumers	96	68	42	50	54	50
2C	Number of test purchase operations to detect the sale of age-restricted products	155	121	156	N/A	129	Out-come
3A	Number of inspections of high-risk businesses undertaken	New	New	New	132	100	100
3B	Number of significant complaints and accident reports/notifications investigated	New	New	176	N/A	135	Out-come
4A	Number of packages of evidence supplied	New	New	New	300	660	700
4B	Number of reports produced on contaminated land	New	New	20	25	26	25

Procurement Background	Title	• CCTV Maintenance		
	Contract Register No.	• ecm_3546		
	Location of Contract	• Hard Copy: Legal Vault (original) & CCTV Control Room • Soft Copy: N drive		
	Department	Environment and Community Services		
	Division	Public Protection (E&CS)		
	Management	• Jim McGowan (<i>Head of Environmental Protection</i>) • Dan Jones (AD Streetscene & Greenspace)		
	Contractor	• Eurovia		
	Contractor's Reg. No.	• 07388667		
	Organisation Information	Large Organisation (>250)	Private Sector	
	Contract Type & Tender Route	Term Contract	Restricted	
	OJEU and / or Due North Reference	OJEU Reference: 2012/S 59-095544	Due North Reference:	
	CPV Codes	<ul style="list-style-type: none"> • 35120000: Surveillance and security systems and devices • 79714000: Surveillance services • 92222000 : Closed circuit television services 		
	Procurement / Commissioning Status	Requires an Agreed Plan (Red)	• Date Assessed: 2 December 2015	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	<ul style="list-style-type: none"> • 5 years (Option to extend for 2 years) • Now considering option to extend to 31.03.19 (Member report) 	
		<i>Core Term: start and end dates</i>	• 01.04.2012 to 31.03.2017	
		<i>Extensions taken: start & end dates</i>	• -	
		<i>Extensions taken beyond term of original contract</i>	• -	
London Contracts / Bravo Alert Date	• N/A			
Key Reports	<ul style="list-style-type: none"> • Original Contract Report: ES12025 (Part 2 report: not publicly available), 01.02.12 (Exec) • CCTV Update 3 Nov 2015: ES15077 • Possible Extension Report 2016 to 31.03.19 			
Purpose / Description	<ul style="list-style-type: none"> • The contract covers all CCTV maintenance costs including all necessary repairs and associated labour; annual maintenance rounds, including all street and car park equipment • CCTV control room maintenance also covers repairs and back-to-back contracts for replacing failed equipment and the hard drives on the recording system • Control room refurbishment in progress (handover March 2016) as most equipment elderly and replacements no longer available 			
Commissioning Reviews and Proposals	• This contract could be commissioned with the rest of Public Protection activity (April 2017))			
Material Changes	<ul style="list-style-type: none"> • Control room refurbishment in progress (handover March 2016) as most equipment elderly and replacements no longer available • Cut annual maintenance round from bi-annual to annual 			
Financial Data	Total Contract Value	• £214,256		
	Notes provided by Finance	<ul style="list-style-type: none"> • Annual price of £42,851 fixed for three years, with CPI inflation being added to final two years • An additional budget of £91k is available for equipment replacement and ad hoc repairs (this is not part of this contract but pays for the replacement equipment) 		

Public Protection Portfolio Plan 2016-17

	2015/16	<ul style="list-style-type: none"> • Latest Approved Budget: £42,851 + £91,000 as detailed above • Actual Spend (out-turn): £134,090 projected spend both elements, see notes, actual not yet available 			
	2016/17	<ul style="list-style-type: none"> • Budget: £43,065 + £91,695 			
	Inflation Index	CPI	Indexation Base Year: 2015		
	Non-Recoverable VAT	Not Applicable	£		
Contract Monitoring	Monitoring / Metrics	Metrics	Description	Target	Actual
		Contractor Meetings	Monthly	Monthly	Monthly
		Number of Call outs:	Responded on time	100%	100%
		Number of Call outs:	Repaired on time	100%	92.5%
		Number of Call outs:	Outstanding	0%	5.5%
		Number of Call outs:	Checked by project engineer	N/A	17
		Number of Call outs:	Completion of log cards same working day	100%	100%
		Number of Call outs:	Within stated timetable	100%	100%
		Number of Call outs:	Reinstate each system to full working order after PPM	100%	100%
		See ES15077 p94 for more metrics. NB Actual data is from January to September 2015			
	Benchmarking	<ul style="list-style-type: none"> • LB Bexley: £700,000 p.a. and no ownership of system. • LB Bromley: £540,000 p.a. and full ownership of all equipment and systems 			
	Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> • Nil 			
	Audits	<ul style="list-style-type: none"> • CCTV Audit by Office of Surveillance Commissioners Audit (November 2015) • CCTV also audited by Internal Audit (November 2015) 			
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> • Public Protection Portfolio Plan Outcome 4: We will protect the environment • Aim 4.2: Provide the CCTV monitoring service for town centres and other key areas • Aim 4.3: Oversee the refurbishment of the CCTV control room 			
	Linked Strategies / Plans	<ul style="list-style-type: none"> • CCTV Strategy • Bromley's Parking Strategy 			
	Linked Services / Contracts	<ul style="list-style-type: none"> • CCTV Monitoring Contract 			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> • No <u>Statutory</u> requirement. Service based on Government guidance <u>Legislative Compliance</u> <ul style="list-style-type: none"> • <u>Data Protection Act</u> • <u>Freedom of Information Act</u> • <u>Regulated by Office of Surveillance Commissioners</u> 			
	Emerging Issues & Management Response	<ul style="list-style-type: none"> • Current accommodation may no longer be available if St Blaise is vacated – unbudgeted cost implication associated with moving to another site 			
	Service Risk	Service Delivery	High Risk (Red)		
	Risk Management	<ul style="list-style-type: none"> • ENV/ENP.0096: Failure to upgrade Closed Circuit Television (CCTV) system, which is no longer technically supported, leading to service loss – mitigated by control room refurbishment to be completed by March 2016 			

	Exit Plans	<ul style="list-style-type: none"> • Not yet developed but will be required for 2018 (one year prior to expiry, assuming extension) 						
	Critical ICT Systems	<p><u>Critical ICT Systems</u></p> <ul style="list-style-type: none"> • 'Vigilant' digital recorder and video wall control system • Meyertech matrix and camera control system • Both systems being replaced (by March 2016) <p><u>Information Governance</u></p> <ul style="list-style-type: none"> • n/a 						
	Communications	<ul style="list-style-type: none"> • Open Day planned when refurbishment complete. 						
	Quality Systems	<ul style="list-style-type: none"> • BS EN ISO 9001 for quality management systems; • BS EN 14001 for environmental management systems, and; • BS OHSAS 18001 for occupational health and safety management systems. 						
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p> <table border="1"> <thead> <tr> <th>Improvement area</th> <th>Proposed action</th> <th>Target date</th> </tr> </thead> <tbody> <tr> <td>CCTV risk of service failure</td> <td>Refurbishment of CCTV control room</td> <td>March 2016</td> </tr> </tbody> </table>		Improvement area	Proposed action	Target date	CCTV risk of service failure	Refurbishment of CCTV control room	March 2016
	Improvement area	Proposed action	Target date					
CCTV risk of service failure	Refurbishment of CCTV control room	March 2016						
<p>Signed:  Dan Jones: 22 April 2016</p>								


Procurement Background	Title	<ul style="list-style-type: none"> • CCTV Monitoring • CCTV Control Room Management and Operational Services 	
	Contract Register No.	• ecm_3545	
	Location of Contract	<ul style="list-style-type: none"> • Hard Copy: Legal Vault (original) & CCTV Control Room • Soft Copy: N drive 	
	Department	Environment and Community Services	
	Division	Public Protection (E&CS)	
	Management	<ul style="list-style-type: none"> • Jim McGowan (<i>Head of Environmental Protection</i>) • Dan Jones (<i>AD Streetscene & Greenspace</i>) 	
	Contractor	• OCS Ltd (previously Legion)	
	Contractor's Reg. No.	• 01298292	
	Organisation Information	Large Organisation (>250)	Private Sector
	Contract Type & Tender Route	Term Contract	Restricted
	OJEU and / or Due North Reference	OJEU Reference: 2012/S 59-095544	Due North Reference: n/a
	CPV Codes	<ul style="list-style-type: none"> • 35120000: Surveillance and security systems and devices • 79714000: Surveillance services • 92222000: Closed circuit television services 	
Procurement / Commissioning Status	Requires an Agreed Plan (Red)	• Date Assessed: 2 December 2015	

Public Protection Portfolio Plan 2016-17

	Term	<i>Duration (years and months): (inc. any option to extend)</i>		<ul style="list-style-type: none"> • 5 years (Option to extend for 2 years) • Considering option to extend to 31.03.19 (Member report) 		
		<i>Core Term: start and end dates</i>		• 01.04.12 to 31.03.17		
		<i>Extensions taken: start & end dates</i>		• -		
		<i>Extensions taken beyond term of original contract</i>		• -		
	London Contracts / Bravo Alert Date		• N/A			
	Key Reports		<ul style="list-style-type: none"> • Original Contract Report: ES12025 (Part 2 report: not publicly available), 01.02.12 (Exec) • CCTV Update 3 Nov 2015: ES15077 • Possible Extension Report planned (to 31.03.19) 			
Purpose / Description		<ul style="list-style-type: none"> • Contract covers the 24-hour staffing of the CCTV control room, monitoring the borough's CCTV systems, and to manage and operate the control room (currently located in St Blaise Building). • Maintenance of the system is covered by a separate contract (047309) 				
Commissioning Reviews and Proposals		• Contract may be commissioned with other Public Protection activity (April 2017)				
Material Changes		• None				
Financial Data	Total Contract Value		• £1,263,258 (five years)			
	Notes provided by Finance		<ul style="list-style-type: none"> • Annual Value in 'CCTV update'; £256,138 for five years (fixed price for 3 years with CPI inflation being added to remaining two years) • Costs may vary according to actual staffing levels (i.e. absence of operator) 			
	2015/16		<ul style="list-style-type: none"> • Latest Approved Budget: £259,990 • Actual Spend (out-turn): £259,990 projection, actual not yet available 			
	2016/17		• Budget: £261,290			
	Inflation Index		CPI	Indexation Base Year: 2015		
	Non-Recoverable VAT		Not Applicable	£-		
Contract Monitoring	Monitoring / Metrics	Metrics	Description	2015/16 Target	2014/15 Actual	
		Performance / KPIs	Number of packages of evidence supplied	300	264	
		Contractor Meetings	Monthly (jointly with LB Lewisham)	Monthly	Monthly	
		KPI's	Number of Shifts with full complement of appropriately trained security staff on duty	100%	*98.6%	
		KPI's	Requests by data subjects dealt within 28 days	100%	*100%	
		KPI's	Number of Complaints about the service provided by the contractor	Nil	1	
		KPI's	Comprehensive recording and reporting of incidents	*18,000	30,080	
		KPI's	CCTV room operated 24 hours per day, 7 days a week	100%	*100%	
	See ES15077 for more metrics. NB * refers to 6 month 14/15 data					
Benchmarking		<ul style="list-style-type: none"> • LB Bexley: £700,000 p.a. and no ownership of system. • LB Bromley: £540,000 p.a. and full ownership of all equipment and systems 				

Public Protection Portfolio Plan 2016-17

	Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> • None 	
	Audits	<ul style="list-style-type: none"> • CCTV Audit by <u>Office of Surveillance Commissioners Audit (November 2015)</u> • CCTV also audited by Internal Audit (November 2015) • ENV/013/01/2015: CCTV Audit 2015/16 	
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> • Public Protection Portfolio Plan Outcome 4: We will protect the environment • Aim 4.2: Provide the CCTV monitoring service for town centres and other key areas • Aim 4.3: Oversee the refurbishment of the CCTV control room 	
	Linked Strategies / Plans	<ul style="list-style-type: none"> • CCTV Strategy (currently being re-written – to be published 2016) • Bromley's Parking Strategy 	
	Linked Services / Contracts	<u>Linked Contracts</u> <ul style="list-style-type: none"> • Parking CCTV • Maintenance of CCTV system 	
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> • No Statutory requirement to have CCTV • If there is a system, the service must be based on statutory guidance <u>Legislative Compliance</u> <ul style="list-style-type: none"> • <u>Regulation of Investigatory Powers Act</u> • <u>Data Protection Act</u> • <u>Freedom of Information Act</u> • Regulated by Office of Surveillance Commissioners 	
	Emerging Issues & Management Response	<ul style="list-style-type: none"> • Current accommodation may no longer be available if St Blaise is vacated – unbudgeted cost implication associated with moving to another site 	
	Service Risk	Service Delivery	Significant Risk (Amber)
	Risk Management	<ul style="list-style-type: none"> • ENV/ENP.0096: Failure to upgrade Closed Circuit Television (CCTV) system, which is no longer technically supported, leading to service loss – mitigated by control room refurbishment 	
	Exit Plans	<ul style="list-style-type: none"> • Not yet developed but will be required for 2018 (one year prior to expiry, assuming extension) 	
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> • 'Vigilant' digital recorder and video wall control system • Meyertech matrix and camera control system • Both systems being replaced (by March 2016) <u>Information Governance</u> <ul style="list-style-type: none"> • Data protection and retention rules (31 days) apply 	
	Communications	<ul style="list-style-type: none"> • No proposals to promote the service • Open Day planned for early 2016 (when refurbished) 	
Quality Systems	<ul style="list-style-type: none"> • OCS is a member of the SIA ACS for PSS CCTV services 		


AD / Head of Service Assurance	<i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i>		
	<i>I confirm this summary has been submitted to the Departmental Management Team for review</i>		
	<i>The following areas have been identified for improved contract management / monitoring</i>		
	Improvement area	Proposed action	Target date
	CCTV risk of service failure	Refurbishment of CCTV control room	March 2016
Option to extend	Give consideration to possible Extension (to 31.03.19) report	2016/17 Q4	
			
Signed:		Dan Jones: 22 April 2016	

Procurement Background	Title	<ul style="list-style-type: none"> • Dog Collection and Transportation • Stray & Abandoned Dogs 		
	Contract Register No.	• ecm_406210		
	Location of Contract	<ul style="list-style-type: none"> • Hard Copy: Legal Vault • Soft Copy: None 		
	Department	Environment and Community Services		
	Division	Public Protection (E&CS)		
	Management	<ul style="list-style-type: none"> • Jim McGowan (<i>Head of Environmental Protection</i>) • Dan Jones (<i>AD Streetscene & Greenspace</i>) 		
	Contractor	• SDK Environmental Ltd		
	Contractor's Reg. No.	• 03988788		
	Organisation Information	Medium Sized Enterprise (51-250)	Private Sector	
	Contract Type & Tender Route	Term Contract	Restricted	
	OJEU and / or Due North Reference	OJEU Reference: n/a	Due North Reference: n/a	
	CPV Code	• 98000000 : Other community, social and personal services		
	Procurement / Commissioning Status	Develop/ Test Options (Amber)	• Date Assessed: 13.01.16	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	• 2006 – 2011 (3 + 2 years)	
<i>Core Term: start and end dates</i>		• 01.04.06 to 31.03.09		
<i>Extensions taken: start & end dates</i>		• 01.04.09 to 31.03.11		
<i>Extensions taken beyond term of original contract (Waiver)</i>		<ul style="list-style-type: none"> • 01.04.11 to 31.11.12 • 01.12.12 – 31.3.15 (2 yrs. 4 mths ext.) • 01.04.15 – 31.07.15 (waiver – 4 months) • Current: 01.08.15 to 30.04.17 (waiver –1yr 9mths) 		
London Contracts / Bravo Alert Date	• n/a			

Public Protection Portfolio Plan 2016-17

	Key Reports	<ul style="list-style-type: none"> • ES 15033 PP&S PDS 08/04/15 – Extended to 30.04.17 • Three requests for waivers: Nov 2011, Nov 2013 and Nov 2014. • Two Gateway Reviews – 26.10.2010 and 18.9.14 			
	Purpose / Description	<ul style="list-style-type: none"> • The service is for the collection, holding and transportation of stray and abandoned dogs found within the London Borough of Bromley • The service includes compliance with and administration of the Council's statutory duties under the Environmental Protection Act 1990, section 149 & 150 and the Clean Neighbourhoods & Environment Act Section 68. • See Dog Contracts Process Chart 			
	Commissioning Reviews and Proposals	<ul style="list-style-type: none"> • Proposed market testing of the whole of Public Protection services in April 2017 			
	Material Changes	<ul style="list-style-type: none"> • Variation to cover the provision of an out of hours dog service in line with change in legislation in the original contract, April 2008 • Variation with SDK to take on some of the works formerly completed by the kennelling contractor such as overspill kennelling and transportation for rehoming – early 2016. Battersea Dog home now used for rehoming up to April 2017 (separate contract). 			
Financial Data	Total Contract Value	<ul style="list-style-type: none"> • £280,810 (Whole Contract Value) • (Original Term: £148,321, Waiver: £21,189, Extension: £111,300) 			
	Notes provided by Finance	• -			
	2015/16	<ul style="list-style-type: none"> • Latest Approved Budget :~ £63,566 (total budget on 580100 3009 is £169140 but includes kennel costs) • Actual Spend (out-turn): ~£63,566 			
	2016/17	<ul style="list-style-type: none"> • Budget: £152,980, total budget on 580100 3009 for all services purchased 2016/17 - £63,600 assumed element for SDK 			
	Inflation Index	CPI	Indexation Base Year: 2011		
	Non-Recoverable VAT	Not Applicable	£		
Contract Monitoring	Monitoring / Metrics	Metrics	Description	Target	Actual 14/15
		Performance / KPIs	Stray dogs collected within 4 hours	>95%	88.03%
		Contractor Meetings	Quarterly Contractor Meetings	4	4
	Benchmarking	<ul style="list-style-type: none"> • Benchmarking conducted in 2014 • LB Greenwich which has similar demographics and statistics to LBB for the stray dogs recently tendered and awarded full stray dogs contract for £142,000 • LB Ealing contract for stray dog collection and kennelling with SDK let in 2014 for £44,704 per annum (up to 200 dogs p/a) <i>NB LB Ealing geographically located closer to SDK headquarters</i> 			
	Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> • Complaint Procedure in Place within SDK • Customer Satisfaction Cards 			
	Audits	<ul style="list-style-type: none"> • Internal Audit carried out May - December 2015. • Recommendations to be implemented by March 2016 • Stray Dogs Contract Review for 2015-16: Report to sub-committee Dec 2015 & April 2016 			
Contract Management	Portfolio Plan Reference	• N/A			
	Linked Strategies / Plans	• Building a Better Bromley: A Quality Environment; Safe Bromley			
	Linked Services / Contracts	• Dog Kennelling & Rehoming contract			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> • Environmental Protection Act 1990 sections 149-151 • Clean Neighbourhoods & Environment Act 2005 section 68 <u>Legislative Compliance</u> <ul style="list-style-type: none"> • N/A 			

Public Protection Portfolio Plan 2016-17


	Emerging Issues & Management Response	<ul style="list-style-type: none"> Current Management Action Plan as result of issues identified during Internal Audit to be implemented by end of March 2016. 	
	Service Risk	Service Delivery	Low Risk (Green)
	Risk Management	<ul style="list-style-type: none"> Risk of kennels not accepting LBB dogs due to closure e.g. disease outbreak mitigated by having backup plans to be put in place by end of March 2016. 	
	Exit Plans	<ul style="list-style-type: none"> None 	
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> Hosted website maintained by SDK containing dogs register <u>Information Governance</u> <ul style="list-style-type: none"> n/a 	
	Communications	<ul style="list-style-type: none"> LB Bromley Stray Dogs webpage SDK Environmental Lost Dogs website 	
	Quality Systems	<ul style="list-style-type: none"> Customer Service Excellence, Exor, Chas, Buy with Confidence, Two Ticks, ConstructionLine, BPCA, NPTA, PCI-DSS, RoSPA, ISO 14001 and more 	
AD / Head of Service Assurance	<p>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</p> <p>I confirm this summary has been submitted to the Departmental Management Team for review</p> <p>The following areas have been identified for improved contract management / monitoring</p>		
	Improvement area	Proposed action	Target date
	Back-up Plans for kennelling overspill	To be agreed with SDK	March 2016
	 <p>Signed: Dan Jones: 22 April 2016</p>		

Procurement Background	Title	<ul style="list-style-type: none"> Vets: Animal Welfare Enforcement 	
	Contract Register No.	<ul style="list-style-type: none"> n/a 	
	Location of Contract	<ul style="list-style-type: none"> Soft copy: Local drive (Licensing/Animals/City of London vet team/contract) 	
	Department	Environment and Community Services	
	Division	Public Protection (E&CS)	
	Management	<ul style="list-style-type: none"> Paul Lehane (<i>Head of Food Safety, Occupational Safety and Licensing</i>) Dan Jones (<i>AD Street Scene & Greenspace</i>) 	
	Contractor	<ul style="list-style-type: none"> Corporation of London Veterinary Service 	
	Contractor's Reg. No.	<ul style="list-style-type: none"> n/a 	
	Organisation Information	Large Organisation (>250)	Local Authority
	Contract Type & Tender Route	Partnership Arrangement	Negotiated
	OJEU and / or Due North Reference	OJEU Reference: n/a	Due North Reference: n/a
	CPV Code	<ul style="list-style-type: none"> 85200000 : Veterinary services 	
	Procurement / Commissioning Status	No Action Required (Green)	<ul style="list-style-type: none"> Date Assessed: 03.02.16
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	<ul style="list-style-type: none"> 3 year
		<i>Core Term: start and end dates</i>	<ul style="list-style-type: none"> 01.04.2014 to 31.03.2017
<i>Extensions taken: start & end dates</i>		<ul style="list-style-type: none"> - 	

Public Protection Portfolio Plan 2016-17

		<i>Extensions taken beyond term of original contract</i>	• -		
	London Contracts / Bravo Alert Date	• n/a			
	Key Reports	<ul style="list-style-type: none"> • Waiver agreed by Executive Director of Environment and Community Services • Valid 1/4/14 to 31/3/17 			
	Purpose / Description	<ul style="list-style-type: none"> • Undertakes various statutory functions relating to animal health / diseases on behalf of the Council • Vets and animal health inspectors from the Corporation of London veterinary Service inspect businesses where animals are involved / or require licenses , for example horse riding establishments, boarding establishments, to ensure compliance with all legislation regarding animal welfare 			
	Commissioning Reviews and Proposals	• Contract may be commissioned with the other Public Protection activity: April 2017			
	Material Changes	• None			
Financial Data	Total Contract Value	£42,000			
	Notes provided by Finance	• -			
	2015/16	<ul style="list-style-type: none"> • Latest Approved Budget: £14,000 • Actual Spend (out-turn): £14,000 			
	2016/17	• Budget: £14,000			
	Inflation Index	None	Indexation Base Year: None		
	Non-Recoverable VAT	Not Applicable	£-		
Contract Monitoring	Monitoring / Metrics	Metrics	Description	Target	Actual
		Performance / KPIs	Licensing team check all reports are completed	All reports	All reports
	Benchmarking	• No other providers of service			
	Stakeholder Satisfaction & Complaints	• Complaints to go to through LB Bromley			
	Audits	• None			
Contract Management	Portfolio Plan Reference	• Public Protection and Safety Portfolio Plan – Outcome 3: We will support and regulate businesses			
	Linked Strategies / Plans	<ul style="list-style-type: none"> • Portfolio Plan • LB Bromley animal zoonosis plan (Rabies foot and mouth, swine flu etc) 			
	Linked Services / Contracts	• Linked with LB Bromley Licensing Team e.g. if report is returned and shows breaches in legislation			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> • Statutory requirement to provide service <u>Legislative Compliance</u> <ul style="list-style-type: none"> • Veterinary Inspections investigate compliance with a number of acts, including: <ul style="list-style-type: none"> ○ Animal Welfare Act 2006 ○ Riding Establishment Act 1970 ○ Dangerous Wild Animals Act 1976 ○ Animal Health Act 1981 ○ Animal Boarding Act 1963 ○ Breeding of Dogs Act 1991 			
	Emerging Issues & Management Response	• None			
	Service Risk	Compliance and Regulations	Low Risk (Green)		

Public Protection Portfolio Plan 2016-17


	Risk Management	<ul style="list-style-type: none"> • Loss of investigatory capacity leading to back-logs, mitigated by City of London staff management • City of London Veterinary Service has expertise in all areas of animal health, welfare, zoonosis and law 												
	Exit Plans	<ul style="list-style-type: none"> • None 												
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> • UNIFORM <u>Information Governance</u> <ul style="list-style-type: none"> • All data held by LB Bromley on UNIFORM database 												
	Communications	<ul style="list-style-type: none"> • Bromley.gov.uk link for Licenses directory containing links to Animal Welfare 												
	Quality Systems	<ul style="list-style-type: none"> • n/a - service based on following and enforcing legislation 												
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p>													
	<table border="1"> <thead> <tr> <th>Improvement area</th> <th>Proposed action</th> <th>Target date</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>		Improvement area	Proposed action	Target date									
	Improvement area	Proposed action	Target date											
														
<p>Signed: Dan Jones: 22 April 2016</p>														

Procurement Background	Title	• Coroner's Service		
	Contract Register No.	• n/a		
	Location of Contract	<ul style="list-style-type: none"> • Hard Copy: None (LB Croydon contract) • Soft Copy: None (LB Croydon contract) 		
	Department	Environment & Community Services (E&CS)		
	Division	Public Protection (E&CS)		
	Management	<ul style="list-style-type: none"> • Jim McGowan (<i>Head of Environmental Protection</i>) • Dan Jones (<i>Assistant Director, Street Scene and Greenspace</i>) 		
	Contractor	• LB Croydon		
	Contractor's Reg. No.	• n/a		
	Organisation Information	Large Organisation (>250)	Local Authority	
	Contract Type & Tender Route	Partnership Arrangement	Other	
	OJEU and / or Due North Reference	OJEU Reference:	Due North Reference:	
	CPV Code	• 85110000: Hospital and related services		
	Procurement / Commissioning Status	No Action Required (Green)	• Date Assessed: 16.03.16	
Term	<i>Duration (years and months): (inc. any option to extend)</i>	• Rolling annual arrangement (probably in operation for at least 50 years)		

Public Protection Portfolio Plan 2016-17

		<i>Core Term: start and end dates</i>	• 01.04.16 to 31.03.17		
		<i>Extensions taken: start & end dates</i>	• -		
		<i>Extensions taken beyond term of original contract</i>	• -		
	London Contracts / Bravo Alert Date	• -			
	Key Reports	• None			
	Purpose / Description	<ul style="list-style-type: none"> • The contract is between The Coroner (Service) and LB Croydon – LB Bromley’s involvement is essentially to pay relevant coronial costs • The arrangement covers the London Boroughs of Bromley; Croydon; Bexley & Sutton – which meet regularly with the Coroner • The service covers all Coronial requirements including: body transportation; building and office provision; personnel; ICT provision; and cleaning services • LB Croydon has contracts for the various services (e.g. with Cooperative Funeral Services (Body Collection) but LBB is not a direct contracting party • LB Croydon charges LBB ~30% (pro rata based on population) of the total costs • There is no formal contract between LB Croydon and LB Bromley in this respect but equally there is no additional administration fee imposed by LB Croydon • Costs are variable in respect of the number of inquests and cadavers • It is a legal requirement that the borough pays for all relevant coronial services • LB Croydon invoices LB Bromley on a regular basis (should be quarterly) 			
	Commissioning Reviews and Proposals	• The Chief Coroner for England & Wales is conducting a number of service reviews (e.g. there may be fewer coroners in London, in which case the current four borough arrangement may increase in size)			
Material Changes	• LB Croydon’s contract for body transportation was renewed in 2015/16 and has increased costs by 100% (moved from Dignity to Co-op Funeral Services)				
Financial Data	Total Contract Value	• ~£1m (typical five year cost)			
	Notes provided by Finance	• Costs are open-ended (say in investigating a multiple death event), which presents a financial risk			
	2015/16	<ul style="list-style-type: none"> • Latest Approved Budget: £223,210 • Actual Spend (out-turn): £204,500 			
	2016/17	• Budget: £224,320			
	Inflation Index	CPI	Base Year / Index if ‘Other’:		
	Non-Recoverable VAT	Not Applicable	£		
Contract Monitoring	Monitoring / Metrics	Metrics	Description	2016/17 Target	2015/16 Actual
		Performance / KPIs	Managed by LB Croydon		
		Compliance	-		
		Finance Targets	Quarterly financial reports from LB Croydon		
		Complaints	-		
		Contractor Meetings	Quarterly client / contractor meetings		
		Defaults / Claims	-		
		Other	-		
	Benchmarking	• Costs shared with three other boroughs			
	Stakeholder Satisfaction & Complaints	• n/a			
Audits	• Review Of Coroner & Mortuary Service Audit For 2013-14				

Public Protection Portfolio Plan 2016-17


Contract Management	Portfolio Plan Reference	• -						
	Linked Strategies / Plans	<ul style="list-style-type: none"> • Excess Deaths Strategy • Various linked Emergency Planning Plans 						
	Linked Services / Contracts	• Mortuary Service						
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> • Coroners Act 1988 • Coroners and Justice Act 2009 <u>Legislative Compliance</u> <ul style="list-style-type: none"> • - 						
	Emerging Issues & Management Response	<ul style="list-style-type: none"> • Proposed Medical Examiner (Coroners and Justice Act 2009) will require all deaths to be investigated (yet to be implemented). • There would be an additional, and potentially significant, cost to be met by LB Bromley (which may be rechargeable) • Consider adding Coronial Information to Bromley.gov.uk 						
	Service Risk	Financial	Significant Risk (Amber)					
	Risk Management	<ul style="list-style-type: none"> • This is an open-ended financial commitment because all reasonable costs may be passed on to the Council (via LB Croydon) – these risks can't really be mitigated but Finance officers are aware • Regular meetings, though, have led to some cost-mitigation (e.g. suggestion that blood pathology should be centralised which led to a 20% cost saving) 						
	Exit Plans	• n/a						
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> • Coroner's system / database (not used by London Boroughs) <u>Information Governance</u> <ul style="list-style-type: none"> • Coroner owns all data 						
	Communications	<ul style="list-style-type: none"> • South London Coroner website • LB Croydon Coroner Webpage 						
	Quality Systems	• n/a						
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p>							
	<table border="1"> <thead> <tr> <th>Improvement area</th> <th>Proposed action</th> <th>Target date</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>			Improvement area	Proposed action	Target date		
Improvement area	Proposed action	Target date						
 <p>Signed: Dan Jones: 22 April 2016</p>								

Procurement Background	Title	• Mortuary Contract
	Contract Register No.	• ecm_40631
	Location of Contract	<ul style="list-style-type: none"> • Physical copy: Held by PRUH • Soft copy: Public Protection Contracts Folder - Network drive
	Department	Environment and Community Services
	Division	Public Protection (E&CS)
	Management	<ul style="list-style-type: none"> • Jim McGowan (<i>Head of Environmental Protection</i>) • Dan Jones (<i>AD, Street Scene & Greenspace</i>)
	Contractor	• Princess Royal Hospital Mortuary

Public Protection Portfolio Plan 2016-17

		via Kings College Hospital NHS Foundation Trust			
	Contractor's Reg. No.	• n/a			
	Organisation Information	Large Organisation (>250)	NHS Trust		
	Contract Type & Tender Route	Term Contract	Restricted		
	OJEU and / or Due North Reference	OJEU Reference: N/A	Due North Reference: N/A		
	CPV Code	• 85110000 : Hospital and related services			
	Procurement / Commissioning Status	No Action Required (Green)	• Date Assessed: 03.02.16		
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	• 4 years		
		<i>Core Term: start and end dates</i>	• 01.10.14 to 30.09.18		
		<i>Extensions taken: start & end dates</i>	• -		
		<i>Extensions taken beyond term of original contract</i>	• -		
	London Contracts / Bravo Alert Date	• N/A			
	Key Reports	<ul style="list-style-type: none"> • ES 14025 PP&S PDS Committee 04.03.14 – ‘Proposed Joint Mortuary Service with London Borough of Bexley’ • ES13004 - PP&S PDS Committee 22.01.13 – ‘Gate review for mortuary service and coroner service update’ • Decision 20.03.14 Proposed Joint Mortuary Service with LB Bexley 			
	Purpose / Description	<ul style="list-style-type: none"> • Contract in conjunction with LB Bexley • Services located at Princess Royal University Hospital (PRUH) and include: <ul style="list-style-type: none"> ○ 24/7 access to the Mortuary facility ○ Use of refrigerated body stores and body freezers for storage of 450 deceased persons annually under the jurisdiction of HMC Southern District ○ Mortician call-out outside normal working hours ○ Access to Post Mortem facilities and use of hospital mortuary staff to support Post Mortem examinations carried out on behalf of HMC Southern District ○ Provision of all post mortems as directed by the Coroner or his staff ○ Provision of consumables and overspill nutwell cube supplementary system ○ Provision of specialist Home Office Post Mortems 			
	Commissioning Reviews and Proposals	• Service will <u>not</u> be considered for commissioning with other Public Protection contracts in April 2017. The service will remain with LB Bromley and other commissioning arrangements will need to be agreed prior to contract expiry			
	Material Changes	• In 2016/17 a new method of charging (developed by LB Bexley) will be introduced, using a more ‘pay as you go’ system rather than the existing ‘fixed cost’ system. This will impact contract spend figures.			
Financial Data	Total Contract Value	• £384,000			
	Finance Notes	• -			
	2015/16	<ul style="list-style-type: none"> • Latest Approved Budget: £130,110 • Actual Spend (out-turn): £96,000 			
	2016/17	• Budget: £130,760			
	Inflation Index	Other (please state)	Indexation Base Year: None		
	Non-Recoverable VAT	Not Applicable	£-		
Contract Monitoring	Monitoring / Metrics	Metrics	Description	Target	Actual
		Contractor Meetings	Meetings with contractor per year	4	4
	Benchmarking	<ul style="list-style-type: none"> • LB Greenwich~ £250 per body which amounts to ~£125,000 per annum • LB Bromley: £96,000 per annum 			

Public Protection Portfolio Plan 2016-17

		<ul style="list-style-type: none"> • LB Lewisham similar cost to LB Greenwich (both are in different coronial district) 						
	Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> • Complaints procedures via Coroner and mortuary at the PRUH • 2015/16: 0 complaints 						
	Audits	<ul style="list-style-type: none"> • Coroner & Mortuary Service Audit for 2013-14 						
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> • n/a 						
	Linked Strategies / Plans	<ul style="list-style-type: none"> • Excess Deaths Strategy • Various linked Emergency Planning Plans 						
	Linked Services / Contracts	<ul style="list-style-type: none"> • Coroners Service 						
	Regulatory Requirements	<p><u>Statutory Basis (for service provision)</u></p> <ul style="list-style-type: none"> • Coroners Act 1988 • Coroners and Justice Act 2009 <p><u>Legislative Compliance</u></p> <ul style="list-style-type: none"> • S.198 Public Health Act 1936 as amended by S.2 Local Government Act 2000 • Coroners and Justice Act 2009 						
	Emerging Issues & Management Response	<ul style="list-style-type: none"> • Proposed Medical Examiner (Coroners and Justice Act 2009) which will require all deaths to be investigated (to be implemented). There would be an additional, and potentially significant, cost to be met by LBB (which may be rechargeable) • Human Tissue Authority Audit (LBB Mortuary - PRUH) pending March 2016 						
	Service Risk	Compliance and Regulations	Low Risk (Green)					
	Risk Management	<ul style="list-style-type: none"> • Risk of for example a serious disease outbreak causing a significant number of deaths in the borough, putting pressure on mortuary services to cope with demand. Mitigated by emergency planning management plans in place e.g. establishment of a temporary morgue in Norman Park. 						
	Exit Plans	<ul style="list-style-type: none"> • Coroner can agree to use mortuaries external to coronial district if mortuary fails 						
	Critical ICT Systems & Information Governance	<p><u>Critical ICT Systems</u></p> <ul style="list-style-type: none"> • None; ICT systems at hospital managed by the PRUH <p><u>Information Governance</u></p> <ul style="list-style-type: none"> • Coroner responsible for all data 						
	Communications	<ul style="list-style-type: none"> • Contract / Service not promoted publicly 						
	Quality Systems	<ul style="list-style-type: none"> • Mortuary must follow the Human Tissue Authority (HTA) quality systems 						
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p>							
	<table border="1"> <thead> <tr> <th>Improvement area</th> <th>Proposed action</th> <th>Target date</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>			Improvement area	Proposed action	Target date		
Improvement area	Proposed action	Target date						
								
	<p>Signed: Dan Jones: 22 April 2016</p>							

This page is left intentionally blank

Report No.
ES16023

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: PUBLIC PROTECTION AND SAFETY POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Date: Wednesday 29 June 2016

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

Title: ENFORCEMENT ACTIVITY REPORT OCTOBER 2015 - MARCH 2016; PORTFOLIO PLAN REVIEW 2015-16

Contact Officer: Kirsty Armstrong, Business Coordinator
Tel: 020 8313 4727 E-mail: Kirsty.Armstrong@bromley.gov.uk

Chief Officer: Nigel Davies, Executive Director of Environment & Community Services

Ward: (All Wards);

1. Reason for report

To advise Members of the activity undertaken by the Public Protection Division during the periods 1 September 2015 to 31 March 2016 relating to the annual Portfolio Plan and enforcement under delegated powers.

2. **RECOMMENDATION(S)**

Members are asked to:

- 2.1 Comment on the contents of this report;
- 2.2 Agree to receive further reports, every six months, on the activity relating to the Portfolio Plan and enforcement under delegated powers.

Corporate Policy

1. Policy Status: Existing Policy
 2. BBB Priority: Quality Environment Safer Bromley Vibrant, Thriving Town Centres
-

Financial

1. Cost of proposal: Not Applicable
 2. Ongoing costs: Not Applicable
 3. Budget head/performance centre: Public Protection and Safety Portfolio Budget
 4. Total current budget for this head: £2.125m
 5. Source of funding: Existing controllable revenue budget 2015/16
-

Staff

1. Number of staff (current and additional): 50.53 FTEs
 2. If from existing staff resources, number of staff hours: Not Applicable
-

Legal

1. Legal Requirement: Statutory Requirement: Numerous statutes covering Public Health and Safety, Environmental Protection, Licensing, Consumer Protection, Anti-Social Behaviour, Food Safety, and Control of Communicable Disease, etc.
 2. Call-in: Not Applicable:
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): All of the Council's customers (including Council tax payers) and users of the service.
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: Not Applicable

3. COMMENTARY

- 3.1 At the meeting of the Public Protection and Safety, Policy Development and Scrutiny Committee on 15 November 2007, Members agreed they should receive reports of the enforcement activity undertaken by the Public Protection division on a six-monthly basis. On 22 October 2010, the Portfolio Holder of the Public Protection and Safety, Policy Development and Scrutiny Committee requested that this report should also include an update of Portfolio Plan activity.
- 3.2 The Public Protection and Safety Portfolio Plan activity between 1 April 2015 and 31 March 2016 is set out in Appendix 1 to this report.
- 3.3 The enforcement activity for the period 1 October 2015 to 31 March 2016 is set out in Appendix 2 to this report. This covers Public Protection enforcement (i.e. Environmental Protection, Food Safety, Public Health and Safety, Licensing, Trading Standards, and Anti-Social Behaviour).

4. POLICY IMPLICATIONS

- 4.1 Enforcement activity is undertaken in accordance with the agreed Enforcement Policy:
 - a. The Public Protection Division undertakes its regulatory function in accordance with risk assessment criteria, ensuring the service resources are focused upon those activities or practices that present the greatest risk to public health, safety or potential economic loss to the customer.
 - b. Consistency of approach aims to ensure that officers are consistent in the exercise of the discretion to achieve similar ends in similar circumstances, irrespective of which officer deals with the matter.
 - c. It is important to the service that people understand what is expected of them and what they should expect from the Council. This includes making it clear between statutory requirements (what they have to do), and, where relevant, what they do not have to do (advice or guidance on good practice).
 - d. Where enforcement action is necessary, officers will take appropriate action dependent upon the seriousness of any breach of the law. The action that they take will be proportionate to the seriousness of any breach of the law relating to the health, safety, quality of life or economic position of the local and business community.

5. FINANCIAL IMPLICATIONS

- 5.1 All enforcement activity is undertaken within existing resources and agreed grant allocation.

6. PERSONNEL IMPLICATIONS

- 6.1 All enforcement activity is undertaken within existing resources and agreed grant allocation.

Non-Applicable Sections:	Legal implications
Background Documents: (Access via Contact Officer)	Not applicable

This page is left intentionally blank

PUBLIC PROTECTION ENFORCEMENT ACTIVITY - STATUTORY NOTICES

Legislation	Description	NOTICES 01/10/14- 31/03/15	NOTICES 01/04/15- 30/09/15	NOTICES 01/10/15- 31/03/16
Environmental Protection Act 1990 S.80	Noise from amplified music (domestic premises)	6	3	5
Environmental Protection Act 1990 S.80	Noise from amplified music (commercial premises)	2	1	2
Environmental Protection Act 1990 S.80	Noise from intruder/vehicle alarms	2	2	7
Environmental Protection Act 1990 S.80	Other noise	0	7	1
Environmental Protection Act 1990 S.80	Bonfires	0	4	1
Environmental Protection Act 1990 S.80	Other nuisance	1	0	0
Environmental Protection Act 1990 S.80	Nuisance from premises	2	0	0
Environmental Protection Act 1990 S.80	Nuisance from light	0	0	0
Environmental Protection Act S.80	Nuisance from accumulations	6	1	1
Environmental Protection Act 1990	Provision of waste receptacles	0	0	0
Environmental Protection Act 1990	Litter	1	0	N/A – powers repealed
Environmental Protection Act 1990	Waste Transfer documentation	2	1	N/A – fly-tipping enforcement moved to Street Services
Environmental Protection Act 1990 S.71	Request for information (relating to flytipping)	2	0	1
Environmental Protection Act 1990 S.80	Nuisance from dog barking	0	0	22
Prevention of Damage by Pests Act 1949 S.04	Removal of rubbish and treatment for pests	17	31	3
Public Health Act 1936 S.287	Notice of intention to enter premises	4	1	1
Public Health Act 1936 S.83	Filthy and verminous premises	2	1	0
Public Health Act 1936 S.78	Cleansing alleyways	0	0	5
Control of Pollution Act 1960 S.60	Pollution from construction sites (noise/dust, etc)	2	4	13
Local Government (Misc Provisions) Act 1976 S.16	Requisition for information	12	6	0
Local Government (Misc Provisions) Act 1976 S.20	Sanitary accommodation	0	0	0

Local Government (Misc Provisions) Act 1976 S.35	Clearing obstructions in drains	0	0	0
Local Government (Misc Provisions) Act 1976 S.29	Securing empty premises	0	1	0
Housing Act 2004	Improvement notice	1	3	1
Housing Act 2004	Prohibition notice	0	2	0
Housing Act 2004	Hazard awareness	3	1	0
Housing Act 2004	Decision to grant a (HMO) licence	2	4	1
Housing Act 2004	Proposal to grant a (HMO) licence	4	2	1
Health & Safety at Work etc Act 1974	Prohibition notices	6	7	2
Health & Safety at Work etc Act 1974	Improvement notices	3	14	2
Food Safety – Food Hygiene Regulations	Food Hygiene Improvement Notices	13	6	25
Food Safety	Emergency Hygiene Prohibition Notices and Orders	2	0	0
Food Safety	Seizure and destruction of food	0	1	0

ANTI-SOCIAL BEHAVIOUR ENFORCEMENT ACTIVITY

Anti-Social Behaviour Act 2003	Acceptable Behaviour Commitments (ABCs) served	18	16	12
Anti-Social Behaviour Act 2003	Early intervention warning notices	2	0	10
Anti-Social Behaviour and Policing and Crime Act 2014	Final warning under Community Protection Remedy	1	1	1
Community Trigger	Number of complaints received in which Community Trigger legislation is invoked	0	2	5
Community Trigger	Number of complaints that are Community Trigger issues	0	0	0

REGULATION OF INVESTIGATORY POWERS ACT 2000

Age-Related Sales Legislation	Test purchasing campaigns	1	1	2
Public Health and Nuisance	Fly-tipping	0	0	N/A – moved to Street Services

PROSECUTIONS (All heard at Bromley Magistrates Court unless otherwise stated)

Legislation	Description	Penalty
Environmental Protection Act 1990 s80	2 x breach of noise abatement notice – Daniel CRONIN	£200.00 fine £1,468.00 costs £20.00 victim surcharge Resident is now subject to eviction proceedings by Housing Association as a result of this prosecution.
Environmental Protection Act 1990 s80	Breach of noise abatement notice – Wayne NETHERWOOD	£500.00 fine £1,402.00 costs

		£20.00 victim surcharge Resident is now subject to eviction proceedings by Housing Association as a result of this prosecution
Environmental Protection Act 1990 s80	3 x Breach of noise abatement notice – Warren DAY	£225.00 fine £500.00 costs £20.00 victim surcharge Defendant is appealing conviction to Crown Court
Environmental Protection Act 1990 s80	4 x Breach of noise abatement notice – Corey GRIMES	To be heard 1 st June

LICENSING APPLICATION HEARD

Premises	Date	Applications heard by the Licensing Sub Committee / Appeals at Magistrates Court	Type of application and outcome
Morrison's, Petts Wood	13 January 2016	Licensing Sub-Committee	Variation of premises licence to extend the time during which alcohol can be sold by one hour. Granted.
Ronnie's Bar, High Street, Bromley	10 February 2016	Licensing Sub-Committee	Review of Licence by Met Police for breach of licence conditions to operate as a restaurant. Conditions added to the licence.
Costcutter, 73/75 Elmers End Road	23 February 2016	Licensing Sub Committee	Review of Licence by Trading Standards following underage sales. Additional conditions added to the licence.
Eltham College	8 March 2016	Licensing Sub Committee	Variation of the premises licence agreed with revisions.
VuVu, East Street, Bromley	8 March 2016	Bromley Magistrates Court	Hearing of appeal against the Licensing Sub Committee decision on 12 August 2015 to add conditions and suspend the licence for 30 days, following an application to review the licence. The hearing was not completed and a further two days arranged for 14 and 15 June.

This page is left intentionally blank

Public Protection Portfolio Plan 2015/16

Introduction

I am proud that we live in a safe borough and that the Council has continued to play a leading role in maintaining community safety and supporting residents and businesses. I understand at first hand the impact that crime and anti-social behaviour can have on people's lives, and this continues to be one of my absolute priorities. The climate continues to be financially challenging. We are working with colleagues to support the development of the Council as a commissioning authority, ensuring that excellent services are delivered in the most cost-effective, efficient way.

In the past year overall levels of crime have continued to fall, including target areas such as burglary, making Bromley one of the safest boroughs in London. I am immensely proud of the work that the Council has delivered to make the borough a safer place both as the primary delivery agent, and in leading on the development and implementation of crime-reducing partnership activities. Even more so, I am proud of the determined effort delivered by local residents and businesses to maintain the borough's record of crime reduction. The challenge remains to reduce crime and anti-social behaviour, and to increase community engagement to ensure the borough is a safer place.

As Portfolio Holder I believe I have a lead role to focus our activities on some of the most vulnerable in our society, be they elderly residents, young people, or local traders. We know only too well the threats posed by illegal activity, and we remain committed to keeping the borough safe. By ensuring that we deliver our priorities, as outlined in the following pages, we are confident that, working together, we can deliver a safer borough.

We continue to be committed to working in partnership. Not only will we maximise the opportunities to reduce crime and disorder by engaging with other departments and teams within the Council, but we will work hard to continue to develop supportive and productive partnerships with other agencies, such as the Police, Fire Brigade and Probation Service, to maximise the opportunity to reduce crime and disorder. Ultimately, we will also seek to develop further and to build on the excellent work of our residents and communities in tackling crime and disorder.

Councillor Kate Lymer

Portfolio Holder for Public Protection and Safety

Outcome 1	We will keep Bromley safe
Issues	Community Safety
	Anti-Social Behaviour and Youth Crime
	Domestic Violence

Aim	The Community Safety team proactively works to prevent crime and reinforce confidence in the borough as a safe place		
In 2015/16, we will:		Head of Service	RAG status (and comments)
1.1	Tackle anti-social behaviour through the delivery of targeted, intelligence-led operations with the Police. (Operation Crystal – 1A)	Rob Vale	Complaints about anti-social behaviour in Crystal areas have dropped by 33.1%, and fly-tipping has reduced by 33.02%. The exit strategy for the scheme is being developed with residents, for implementation in September.
1.2	Support young people to remain in education, employment and training, through our mentoring service . (1B)	Jane Belding	The service provided a total of 146 relationships over the year, and there was an overall decrease of 18.5% in first-time entries to the Youth Justice System. 100% of young people questioned reported they were happy with their mentor.
1.3	Ensure all victims of domestic violence involved in criminal Court procedures are offered the support of an advocate. (1C)	Rob Vale	All victims of domestic violence were offered the support of an advocate, and the conviction rate for those supported by advocates was 73%. Satisfaction with the service was over 95%. In the last quarter alone, 140 clients received the service.
1.4	Provide support for the Safer Bromley Partnership Board .	Rob Vale	Three meetings have been held and supported and a strategic assessment has been drafted and circulated: priorities for the next three years are being agreed.
1.5	Target night-time anti-social behaviour	Paul Lehane	The Purple Flag self-assessment was undertaken in August, and the full

	problem areas through a joint Council-Police initiative to tackle alcohol-related nuisance, crime and disorder, supporting the Purple Flag award for Beckenham. (1D)		assessment was held in September, following which the award was confirmed for Beckenham.
1.6	Support the Home Office recommendations with regards to the Gangs Review .	Rob Vale	<p>The targeting of gang nominals was added to the remit of Operation Crystal at the start of the year. Intelligence pathways were established for gang enquiries, with cross-border intelligence sharing established with surrounding boroughs.</p> <p>The Growing Against Violence diversion is being implemented in selected schools within the designated gangs area, and an additional diversion activity is being prepared via the Challenger Troop, using Portfolio Holder funding.</p>
1.7	Work with partners to eradicate the supply of New Psychoactive Substances , and seek to apply powers and tools from any forthcoming legislation. (1E)	Rob Vale	Forfeiture of seized 'legal highs' was approved by local magistrates in April. The proprietor of the head shop was formally interviewed and issued with a Home Office caution. No further enforcement action has been taken.

Outcome 2	We will protect consumers		
Issues	Rogue traders, scams and bogus callers		
	Under-age sales		
Aim	The Trading Standards team protects consumers, and in particular the vulnerable, to ensure there is a fair, safe and genuine trading environment		
In 2015/16, we will:		Head of Service	RAG status (and comments)
2.1	Take action against rogue traders , particularly those who target the vulnerable, through preventative and enforcement activity with banks and adult safeguarding partners. (2A)	Rob Vale	47 referrals were received from banks (75% increase on the previous year), 32 were received from Social Services (a 60% increase), and 76 intelligence reports from local police. A new training event was developed and launched in September 2015. Attendees included social workers, district nurses and voluntary workers. It received excellent feedback.
2.2	Provide a rapid response service to all victims of doorstep crimes and scams . (2B)	Rob Vale	In total, 54 immediate response visits were made to rogue trading victims, saving £233,000. The team intervened to safeguard a vulnerable adult who had 'gifted' his £350,000 house to a rogue trader to pay for property repairs: the perpetrator was convicted of fraud and the property was returned to its owner.
2.3	Tackle the sale of age-restricted products , particularly alcohol and tobacco, through test purchase operations. (2C)	Rob Vale	65 audit visits were undertaken, which generated a programme of 87 test purchases by an underage volunteer, and 71 attempts by an 18-year-old volunteer to test compliance with the age verification system. Overall compliance was 89.6%: compliance has continued to improve over the past four years.
2.4	Prevent consumer detriment by improving compliance and tackling problem traders. (2D,	Rob Vale	47 enforcement actions were taken against problem traders, with legal proceedings instigated against seven

	2E)		rogue traders. As a result of increased compliance with doorstep-selling activity, as well as staff reductions, the number of enforcement activities has reduced.
--	-----	--	--

Outcome 3	We will support and regulate businesses
Issues	Food Safety
	Licensing
	Health and Safety
	Business Resilience

Aim	The Food, Health and Safety and Licensing team supports and regulates businesses to ensure safe food, safe and healthy workplaces, and licence conditions are met		
In 2015/16, we will:		Head of Service	RAG status (and comments)
3.1	Inspect 100% of high-risk food businesses (Risk Category A and B hygiene) to ensure food safety standards are met. (3A)	Paul Lehane	100% of Risk A food businesses were inspected. 73% of Risk B food businesses were inspected.
3.2	Investigate significant complaints, accident reports and other notifications. (3B)	Paul Lehane	142 accident reports were received and 35 selected for investigation. 101 Health and Safety complaints were received and all were investigated. 256 Food Safety complaints were received and all were investigated. 18 improvement and 9 prohibition Health and Safety notices were served. 42 Food Safety notices were served.
3.3	Undertake the statutory review of licensing policies for alcohol and gambling , to be in place by January 2016.	Paul Lehane	Policies and reports were drafted for both the Licensing Act 2003 and Gambling Act 2005. They were approved by the General Purposes and Licensing Committee on 14 July 2015 for public consultation. The consultation was undertaken in July and August, and results reported to the General Purposes and Licensing Committee on 17 September 2015, following which both policies were adopted by the Council, and came into

			effect in January 2016.
--	--	--	-------------------------

Outcome 4	We will protect the environment
Issues	Environmental damage
	Complex industrial noise pollution
	Community noise

Aim	The Environmental Protection team manages air quality, drainage issues, land contamination, public health nuisance and noise, CCTV, housing enforcement, and pest control.		
In 2015/16, we will:		Head of Service	RAG status (and comments)
4.1	Work proactively with offenders and potential offenders to reduce noise nuisance . (4A)	Jim McGowan	Due to the Government's licensing deregulation, there is now no legal requirement for premises to have noise-limiting devices – this target is no longer applicable.
4.2	Provide the CCTV monitoring service for town centres and other key areas. (4B)	Jim McGowan	660 packages of evidence were provided for the Police for use in enforcement.
4.3	Oversee the refurbishment of the CCTV control room .	Jim McGowan	The contract is complete and is awaiting final payment and the calculation of retention fees.
4.5	Develop a computerised system for contaminated land reporting . (4C)	Jim McGowan	26 reports for contaminated land have been produced during the year.
4.6	Depending on the result of the new lease negotiations, analyse and expand the current noise plan for Biggin Hill .	Jim McGowan	The Environmental Protection team is not now developing/expanding the noise plan: the airport is doing this themselves, although the team may have a role in monitoring their plans in 2016/17.

Appendix 1: Performance Indicators

Performance Indicators		14/15 Target	14/15 Actual	15/16 Target	15/16 Actual
1A	Number of Operation Crystal initiatives carried out	12	12	12	12
1B	Number of mentoring relationships forged	120	154	100	146
1C	Percentage of victims of domestic abuse offered the support of an advocate	NEW	TBC	TBC	100%
1D	Number of initiatives carried out to reduce alcohol-related nuisance, crime and disorder	NEW	NEW	10	12
1E	Percentage eradication of high street outlets of new psychoactive substances	NEW	50%	100%	100%
2A	Number of referrals of doorstep crime incidents from banks and adult safeguarding partners	30	45	50	78
2B	Number of rapid response interventions resulting in a real saving to consumers	80	42	50	54
2C	Number of test purchase operations to detect the sale of age-restricted products	80	156	N/A	129
2D	Number of enforcement actions in relation to traders causing consumer detriment	60	69	60	47
2E	Number of businesses to receive education regarding under-age sales – to be changed to: Percentage inspection of all failed CH25 and non-compliant businesses	150	114	100% (see change)	100%
3A	Number of inspections of high-risk businesses undertaken	NEW	NEW	132	100
3B	Number of significant complaints and accident reports/notifications investigated (Health and Safety)	150	176	150	135
4A	Inspections of noise limitation devices	20	20	20	0
4B	Number of packages of evidence supplied	NEW	NEW	300	660
4C	Number of reports produced on contaminated land	10	20	25	26

This page is left intentionally blank

Report No.
ES16024

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: PUBLIC PROTECTION AND SAFETY POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Date: Wednesday 29 June 2016

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

Title: MOPAC UPDATE

Contact Officer: Kirsty Armstrong, Business Coordinator
Tel: 020 8313 4727 E-mail: Kirsty.Armstrong@bromley.gov.uk

Chief Officer: Nigel Davies, Executive Director of Environment & Community Services

Ward: All

1. Reason for report

This report is presented to update the Public Protection and Safety Policy Development and Scrutiny Committee on the annual submission to the Mayor's Office for Policing and Crime (MOPAC).

2. **RECOMMENDATION(S)**

2.1 Members of the Public Protection and Safety PDS Committee are asked to note the contents of the report.

Corporate Policy

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

Financial

1. Cost of proposal: Not Applicable
 2. Ongoing costs: Not Applicable
 3. Budget head/performance centre: Community Safety
 4. Total current budget for this head: £1.481m over 4 years (£278k 2013/14; £403k 2014/15; £398k 2015/16; £402k 2016/17)
 5. Source of funding: Mayor's Office for Policing and Crime
-

Staff

1. Number of staff (current and additional): 2 FTEs and staff time covering the out-of-hours noise service.
 2. If from existing staff resources, number of staff hours: N/A
-

Legal

1. Legal Requirement: None
 2. Call-in: Not Applicable
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): The project areas target specific community groups, as detailed in the grant agreements. The wider community will benefit from the project outcomes.
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: Not Applicable

3. COMMENTARY

- 3.1 2015/16 was the third year of the four-year Local Crime Prevention Fund, directed by the Mayor's Office for Policing and Crime. The Council is now in the fourth year of the funding programme, and MOPAC has not yet indicated funding arrangements following 2016/17. Internal services funded through MOPAC include the out-of-hours noise service, as well as the Anti-Social Behaviour Coordinator and the Domestic Violence and Violence Against Women and Girls Commissioner.
- 3.2 The programme is monitored by MOPAC through quarterly and annual returns. The London Borough of Bromley's full annual submission is attached as an appendix. This has been approved, following a meeting with MOPAC, and payment has been made in full. Targets have largely been met or exceeded.
- 3.3 The table below provides a summary of the projects for information. Full information is contained within the Grant Agreement.

Project	Description	Rationale
Domestic Abuse Advocacy Project	Funding used to commission the project through Bromley Victim Support. Two Independent Domestic Abuse Advocates (IDVAs) are placed within Bromley Police Station and receive referrals directly through the Police system for every high-risk victim of domestic abuse who reports to the police. Their primary role is to support victims through the criminal justice system and to represent the views of the victim at MARAC. A third IDVA is placed in the community working with medium and high-risk victims not engaged with the criminal justice system and delivering prevention workshops to young people.	The project exists to increase victim safety and to improve conviction rates for domestic abuse crimes by providing dedicated support, advocacy, and advice to victims from their first point of contact with the Police, and to victims in the community.
Community Domestic Abuse Project	Funding used to provide: <ul style="list-style-type: none"> • Premises and publicity for a One-Stop Shop, a multi-agency drop-in advice service, which receives support in kind from Housing Options, Victim Support, Bromley Women's Aid, local family solicitors and the Police; • Keys to Freedom, a 12-week course that educates participants about domestic abuse; • Perpetrator Programme (contribution to costs), a 24-week programme for male perpetrators of domestic abuse, with up to 20 individual counselling sessions for participants. A parallel support group, and counselling sessions, will also be 	<ul style="list-style-type: none"> • The One-Stop Shop meets a demonstrable need, and the majority of clients are referred by the Police. It is their first point of contact with specialist domestic abuse services. • There has been a consistent demand for the Keys to Freedom support group, and it has been proven to reduce re-victimisation. • The Perpetrator Programme is provided in response to a 2012 audit, which found there was no

	available for their female partners or ex-partners.	provision for perpetrators of domestic violence who wish to change their behaviour.
Safer Bromley Van	Funding used to provide home security to victims of crime and vulnerable residents. The project is managed by Victim Support Bromley, and the work is carried out by a qualified carpenter.	The aims of the project are crime prevention, reducing fear of crime, and repeat victimisation for victims of burglary and other vulnerable people.
Community Safety Mentoring Programme	Funding used to extend the Community Safety Mentoring Programme. It targets young people identified as at risk of developing criminal and anti-social behaviours, who are referred from the Youth Offending Team and Anti-Social Behaviour Unit, as well as vulnerable young people identified by a number of Council services as at risk of/not participating in Education, Employment or Training. The young people are matched with volunteer mentors.	Mentoring time has a demonstrable impact on the future behaviour of mentees, enabling them to play an appropriate role in society and prepare for a better future.
Bromley Anti-Social Behaviour Targeted Initiatives	<p>Funding will be used for the organisation of Operation Crystal and a targeted 'out of hours' noise services – Targeted Neighbourhood Noise.</p> <ul style="list-style-type: none"> • Operation Crystal will target 16 anti-social behaviour hot-spot areas, with multi-agency operations, with a high-density enforcement focus within each area for three months. • The out-of-hours noise service will comprise of a neighbourhood noise control service and a rapid response party control service that operates outside office hours (1700 to 0300), over weekends (2200 Saturday to 0400 Sunday), and at times of the year when anti-social behaviour through noise increases, e.g. Halloween. 	<ul style="list-style-type: none"> • Operation Crystal is a Council-led operation to bring public resources together, targeting anti-social behaviour and enviro-crime, while also promoting local community pride. • The Targeted Neighbourhood Noise initiative is in response to the finding that noise is one of the main causes of anti-social behaviour complaints in the borough – and 2,500 are received out of hours.

3.4 MOPAC has agreed to minor amendments to the Grant Agreement to ensure that the programme directly aligns with local aims and targets. As the Borough has previously met or exceeded the majority of its performance indicators, MOPAC has requested that fewer indicators are submitted for review, in 2015/16.

4. POLICY IMPLICATIONS

4.1 The project outcomes contribute to the Building a Better Bromley priorities.

5. FINANCIAL IMPLICATIONS

5.1 The table below details the total funding from MOPAC over the four years:

Project	2013/14 £	2014/15 £	2015/16 £	2016/17 £
Domestic Abuse Strategy Co-ordinator	41,982	45,000	45,000	45,000
Domestic Abuse Advocacy Project	21,028	122,539	122,539	122,539
Community Domestic Abuse Projects	55,621	64,619	59,619	59,619
Safer Bromley Van	25,257	27,073	27,073	30,573
Community Safety Mentoring Programme	54,110	58,000	58,000	58,000
Bromley Anti-Social Behaviour	80,233	86,000	86,000	86,000
Total	278,231	403,231	398,231	401,731

5.2 It should be noted that the Community Safety Mentoring Programme is delivered from within the Education Portfolio.

6. PERSONNEL IMPLICATIONS

6.1 Two FTE posts in the Anti-Social Behaviour and Community Safety team are dependent on the continued funding.

Non-Applicable Sections:	Legal
Background Documents: (Access via Contact Officer)	Not Applicable

This page is left intentionally blank

End-of-year monitoring form:
Title of initiative: B4. Domestic Abuse Advocacy Projects

If a variance is reported, please explain the reason			
Outline of project outcomes	Proposed outcome	Outcome achieved (yes/no) and explanation	Evidence for outcome
	1. Increase in conviction rate by 0.5%	Yes – 73.25% (T: 66.2%)	Victim Support records
	2. Satisfaction with the service	Yes – 95.75% (T: 80%)	Victim Support records – client feedback upon closure of case
	3. Feelings of safety	Yes – 91.75% (T: 60%)	Victim Support records – client feedback upon closure of case
	4. Confidence	Yes – 92.50% (T: 60%)	Victim Support records – client feedback upon closure of case
Highlighted risks	None.		
Summary of project achievements	<p>This project has exceeded or greatly exceeded all other targets. There was also a retrial this year, and the victim was supported by an IDVA to attend the trial for a second time, and give evidence, which led to a conviction.</p> <p>The Community IDVA joined the team in September 2015, with the aim of reaching communities who struggle to access support through mainstream channels: since being in post, the Community IDVA has delivered a number of workshops and awareness-raising events across the borough, in addition to supporting a case-load of clients. The Community IDVA has also provided training for ten maternity support staff, so that staff members are able to recognise signs of abuse, and understand how to safeguard victims through a referral into the project.</p> <p>A service level agreement is being developed with Community Vision for the Community IDVA to facilitate an additional drop-in service.</p>		
Additional issues	See discussions regarding risk and achievements above.		
Confirmation of achieved matched funding	2015/16 matched funding outlined in original bid: Organisation: Bromley Met Police Amount of funding: Not quantified Description: Office space and IT provision for 2 IDVAs	2015/16 actual matched funding received: Organisation: Bromley Met Police Amount of funding: Not quantified Description: Office space and IT provision for 2 IDVAs	
Reasons why matched funding has reduced from that expected, if applicable	N/A		
Information on whether matched funding has changed for future years, from that specified in the final approved bid	No change		

End-of-year monitoring form:

Title of initiative: B5. Community Domestic Abuse Projects

If a variance is reported, please explain the reason			
Outline of project outcomes	Proposed outcome	Outcome achieved (yes/no) and explanation	Evidence for outcome
	1. Maintain attendance at One Stop Shop	Yes – 315 (T: 300)	Bromley Women’s Aid records
	2. Reduce experienced of abuse six months after completing course	Yes – 91% (T: 70%)	Bromley Women’s Aid records – client-completed questionnaire at end of course
	3. Reduced Child Protection involvement (for those who had CP) six months after completing course	Yes – 95.3% (T: 70%)	Bromley Women’s Aid records – client-completed questionnaire at end of course
	4. Increased feelings of safety six months after completing course	No – 84.3% (T: 80%)	Bromley Women’s Aid records – client-completed questionnaire at end of course
	5. Increased ability to spot and deal with abusive behaviour six months after completing course	Yes – 96% (T: 80%)	Bromley Women’s Aid records – client-completed questionnaire at end of course
	6. Increased self-esteem and confidence	Yes – 96% (T: 80%)	Bromley Women’s Aid records – client-completed questionnaire at end of course
	7. Increased understanding of the effects of domestic abuse on children six months after completing course	Yes – 92% (T: 80%)	Bromley Women’s Aid records – client-completed questionnaire at end of course
	8. Number completing 30 hours of treatment	No – 5 (T: 12)	DVIP records
	9. Increase in partners and children’s safety	Yes – 100% (T: 70%)	DVIP records (of those evaluated who had attended 12 sessions)
	10. Increase in perpetrators’ acknowledgement of the effects of their DV on their partners’ physical/mental health	No – no completions (T: 75%)	DVIP records
	11. Increase in perpetrators’ acknowledgement of the impact of their DV on their children	No – no completions (T: 75%)	DVIP records
	12. Increase in overall family safety and wellbeing (only measured when Children’s Services is involved)	No – no completions (T: 75%)	DVIP records
	13. Reduction in DV offending after completing at least 12 sessions	No – no completions (T:60%)	DVIP records

	14. Multi-agency training – delivery of training	No – 2 (T: 4)	Domestic Abuse and VAWG
	19. Multi-agency training – percentage of participants evaluating training and excellent	No – 65.5% (70%)	Domestic Abuse and VAWG Commissioner's records
Highlighted risks	<p>The claim for Q2 was reduced by £2,500 in relation to the Perpetrator Programme, as there was a decision taken not to pay TRYangle for April 2015, following further review of their performance. DVIP took over the contract in May 2015.</p> <p>The target for the number of participants completing 30 hours of treatment has not been met. It has taken longer than anticipated for DVIP to bed in within Bromley; however, the service is now operating well, and a total of five perpetrators will complete the treatment. Additionally, the client group has proved resistant to the course; ongoing outreach work is being undertaken to counteract this.</p>		
Summary of project achievements	<p><i>One-Stop Shop</i> In the interests of ensuring that all clients receive timely and relevant support, BWA has made it possible for clients unable to attend the OSS to receive multi-agency advice via telephone or email, following research that indicated clients' inability to attend was as a result of financial constraints, disabilities, or a reluctance to have dependents in attendance. The OSS has proved a crucial starting point for both male and female victims of domestic abuse, as it is often the first point of contact they have ever made with services – therefore having the services all together at the same time makes seeking help much more straightforward. Once advice has been gained from the OSS, it often leads to ongoing support from at least one of the services.</p> <p><i>Keys to Freedom</i> The outcomes of the Keys to Freedom course demonstrate that all targets are being exceeded.</p> <p><i>Perpetrator Programme</i> DVIP has undertaken 22 assessments in 11 months and has received a total of 49 referrals. The group programme commenced in Q3, once the required number of suitable referrals had been reached. The retention rate has been good, with only 3 dropping out of the programme, and 10 currently actively participating. A female perpetrator is awaiting 1-2-1 tailored sessions, following assessment. 5 have completed 12 sessions (30 hours) and so attempts were made to contact (ex) partners to obtain evaluation feedback; of these, 2 agreed to participate. Partners of 8 of the 10 men on the programme are receiving support and contact from DVIP's Women's Support Service. Social Workers are trying to contact the other two. Partners of the 3 men who commenced the group but then stopped attending are also receiving ongoing support from the Women's Support Worker, and they are entitled to do so for up to 4 months from the perpetrators' conclusion of involvement with the programme. Evaluation is therefore limited but feedback so far has been very positive, with both stating that they feel they and their children are much safer, that there has been no further violence, and that they have found the Women's Support Service very worthwhile. One woman stated, 'He is like a different man now,' and the other that, 'It is the best thing that has happened to us as a family; it has turned our lives around.'</p> <p><i>Domestic Violence and VAWG Commissioner</i> The Domestic Abuse and VAWG Commissioner post was empty for part of Q3, as a result of an unanticipated staff absence (emergency maternity leave); it was briefly filled but the post holder left for a permanent post elsewhere, and we have recently employed another replacement. The target for training was therefore not met, but 6 training courses will be delivered in 2016/17 to meet the shortfall this year.</p>		

Additional issues	N/A	
Confirmation of achieved matched funding	<p>2015/16 matched funding outlined in original bid:</p> <p>Organisation: Bromley Met Police, LBB Housing Options, Victim Support, Bromley Women's Aid, various local solicitors Amount of funding: Not quantified Description: Staff time to provide advice and support at the One Stop Shop</p> <p>Organisation: Bromley Children's Project Amount of funding: Not quantified Description: Venues and crèche provision for Support Groups</p> <p>Organisation: Bromley Children's Project Amount of funding: Not quantified Description: Venue and crèche provision for Perpetrator Programme partner support work</p> <p>Organisation: Bromley Safeguarding Children Board Amount of funding: Not quantified Description: Administration, venues, and catering for multi-agency training days</p>	<p>2015/16 actual matched funding received:</p> <p>Organisation: Bromley Met Police, LBB Housing Options, Victim Support, Bromley Women's Aid, various local solicitors Amount of funding: Not quantified Description: Staff time to provide advice and support at the One Stop Shop</p> <p>Organisation: Bromley Children's Project Amount of funding: Not quantified Description: Venues and crèche provision for Support Groups</p> <p>Organisation: Bromley Children's Project Amount of funding: Not quantified Description: Venue and crèche provision for Perpetrator Programme partner support work</p> <p>Organisation: Bromley Safeguarding Children Board Amount of funding: Not quantified Description: Administration, venues, and catering for multi-agency training days</p>
Reasons why matched funding has reduced from that expected, if applicable	N/A	
Information on whether matched funding has changed for future years, from that specified in the final approved bid	There is no indication that this matched funding will change; however, as the provider of the Perpetrator Programme will be changing, this may mean some changes to requirements.	

End-of-year monitoring form:

Title of initiative: B6. Safer Bromley Van

If a variance is reported, please explain the reason			
Outline of project outcomes	Proposed outcome	Outcome achieved (yes/no) and explanation	Evidence for outcome
	1. Number of referrals	No – 266 (T:400)	Victim Support records
	2(a). Timescale of works – all works	Yes – 100%	Victim Support records
	2(b). Timescale of works – domestic violence	Yes – 98.75%	Victim Support records
	3. Reduction in repeat victimisation of Bromley Van clients	Yes – 0 % (T: <5%)	Victim Support records and Police feedback
	4. Client feelings of safety	Yes – 99% (T: 90%)	Victim Support records – client questionnaire
Highlighted risks	<p>Referrals have dropped. This is in part due to staffing changes, and a lock-fitter on long-term sick leave: staff cover was commissioned, but there was a gap in service provision while training was delivered. An action plan has been put in place to ratify action during Q1 of next year. By the end of Q1 2016/17 it is anticipated that the project will continue to deliver targets for client satisfaction, response time and reduced victimisation, as well as increasing overall referral rates to ensure referral targets are met.</p> <p>In order to increase referrals, outreach and awareness work has been increased, including:</p> <ul style="list-style-type: none"> • Supplying Bromley Met Police with BSV leaflets to cascade through Operation Bumblebee • Building in a minimum referral target for the two Victim Support IDVAs, based at the police station, to ensure all clients, and in particular DV clients, have access to the resource • Providing local Bromley hubs such as GP surgeries, libraries, and Children and Family Centres, with leaflets promoting the SBV, which are displayed in communal areas, as well as raising awareness when delivering presentations to Social Services teams • Providing the Community IDVA with targets for referrals to the SBV for individual clients 		
Summary of project achievements	<p>The continued low rate of re-victimisation is impressive, as it is anticipated that up to 14% of burglary victims are re-victimised within a year: this project has therefore had a huge impact in providing security works and advice to clients.</p> <p>Throughout the year, the project identified 38 children who required safeguarding, who were seen by the lock fitter at properties, or who were known to be at properties where the client was a victim of domestic abuse.</p> <p>The project has also highlighted three potential burglary hotspots through requests for services, and has highlighted this, as part of a collaborative approach with the Police to crime prevention.</p>		
Additional issues	None.		
Confirmation of achieved matched funding	2015/16 matched funding outlined in original bid:	2015/15 actual matched funding received:	

	<p>Organisation: LBB Housing Options Amount of funding: Costs for each domestic abuse case Description: To be invoiced for works.</p>	<p>Organisation: LBB Housing Options Amount of funding: None Description: Victim Support yet to invoice</p>
Reasons why matched funding has reduced from that expected, if applicable	<p>There has been an oversight, which means Victim Support has not invoiced LBB Housing Options for any of the domestic abuse work – the process and specifics of the agreement are being clarified to ensure the project is properly supported.</p> <p>All domestic abuse cases received a full service despite this.</p>	
Information on whether matched funding has changed for future years, from that specified in the final approved bid	<p>Please see above.</p>	

End-of-year monitoring form:

Title of initiative: B9. Community Safety Mentoring Programme

If a variance is reported, please explain the reason			
Outline of project outcomes	Proposed outcome	Outcome achieved (yes/no) and explanation	Evidence for outcome
	1. To provide 100 volunteer mentor relationships per annum	Yes – 146 provided (T: 100)	LBB records
	2. Percentage of successfully completed mentoring relationships annually	Yes – 98.5% (T: 60%)	LBB records
	3. Percentage of participants receiving an ABC	Yes – 0% (T: <2%)	LBB records
	4. Percentage of participants who report an improvement in Education, Employment or Training	Yes – 84% (80%)	Self-assessment questionnaires
	5. Percentage of participants who report an improvement in self esteem	Yes – 82.2% (80%)	Self-assessment questionnaires
	6. Reduction in first-time entries to the Youth Justice System	Yes – 18.52% (5%)	LBB figures
Highlighted risks	None.		
Summary of project achievements	<p>The project has exceeded all of its targets.</p> <p>A total of 51 mentors received training during the year, with 13 undertaking additional training in order to work with young offenders.</p> <p>Evaluation undertaken has proved very positive, with 100% of young people questioned reporting that they were happy with their matched mentor and that mentoring is a beneficial concept. The following quotes from young people illustrate this:</p> <ul style="list-style-type: none"> • <i>Having a mentor has helped me to try and achieve personal targets and goals. She has made me want to do things I didn't want to do before. She has made me feel I can achieve and she has really motivated me.</i> • <i>She tells me what to do if things go bad and says well done if things are good.</i> • <i>I knuckled down more in class. I don't get distracted by things as much. I'm working harder with my mentor.</i> 		
Additional issues	None.		
Confirmation of achieved matched funding	2015/16 matched funding outlined in original bid: Organisation: London Borough of Bromley Amount of funding: £29,000	2015/16 actual matched funding received: Organisation: London Borough of Bromley Amount of funding: £32,000	

	Description: Comprised staff salary and running costs (including Council recharges) for the project (but excluding strategic management overhead, which is sourced from the Education Business Partnership, Behaviour Service, and Children’s Social Care budgets).	Description: Comprised staff salary and running costs (including Council recharges) for the project (but excluding strategic management overhead, which is sourced from the Education Business Partnership, Behaviour Service, and Children’s Social Care budgets). Additionally, there is the in-kind contribution of time spent by mentors delivering the mentoring relationships.
Reasons why matched funding has reduced from that expected, if applicable	The original match figure was an estimate of the actual operational costs. The costs stated here are the actual costs. In the original application, the in-kind match funding represented by the time of volunteers engaged in the mentoring relationships was not factored in. This would significantly increase the total match (cash and in-kind) funding for the project.	
Information on whether matched funding has changed for future years, from that specified in the final approved bid	There will be no change.	

End-of-year monitoring form:

Title of initiative: B12. Targeted Anti-Social Behaviour Initiatives

If a variance is reported, please explain the reason			
Outline of project outcomes	Proposed outcome	Outcome achieved (yes/no) and explanation	Evidence for outcome
	1(a). 5% year-on-year reduction in reporting of ASB within locality of operation	Yes – 33.1% (T: 5% year-on-year)	LBB data
	1(b). 5% increase year-on-year in number of local residents reporting 'no issues of concern'	No – MPS did not carry out surveys	Local Neighbourhood Policing Team survey
	1(c). Documented exit strategy agreement	Yes – strategy in draft	ASB Coordinator plans
	2(a). 10% reduction in neighbourhood noise complaints in 13/14, and, in following years, an additional 2%	Yes – 2,199; 21.46% reduction on baseline (2,800 last year)	LBB data
	2(b). 20% increase in formal action by end of project (6-monthly reports)	No – 29 (T:46)	LBB data
	2(d). Reduce number of fly-tipping tonnage by 15% over three years (5% per year) based on first year figures for Crystal sites	Yes – reduction of 33.02% from last year's figures (31.01t to 46.3t)	LBB data
Highlighted risks	Possible difficulties with community engagement and resources for exit strategies, which will be the subject of discussions with partners.		
Summary of project achievements	<p>Operation Crystal continues to meet its objectives, despite some reductions in assistance by partner agencies. As before, efforts are focused on MOPAC targets, and periphery operations are only conducted as a secondary matter; visits to high-profile offenders continue. A target-hardening operation was undertaken and completed: a car park has been built on a primary site used for fly-tipping and arsen, and there have been no incidents since completion.</p> <p>There was an increase in ASB complaints in Q4, which correlated to a reduction in Police commitment to the Operation; it is anticipated that the exit strategy will counteract this trend. Overall, complaints have reduced by 33.1% over the past year; the target was 5%.</p> <p>The exit strategy consultation is nearing completion, and we are working with residents' associations to formulate action plans, to start in September. The process has involved Councillors, residents' groups, the police and a number of Council departments.</p>		
Additional issues	No.		
Confirmation of achieved matched funding	N/A	N/A	

Reasons why matched funding has reduced from that expected, if applicable	N/A
Information on whether matched funding has changed for future years, from that specified in the final approved bid	N/A

Report No:
CSD16078

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: Public Protection and Safety PDS Committee

Date: 29th June 2016

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

Title: **WORK PROGRAMME AND CONTRACTS REGISTER**

Contact Officer: Stephen Wood, Democratic Services Officer
Tel: 020 8313 4316 E-mail: stephen.wood@bromley.gov.uk

Chief Officer: Mark Bowen, Director of Corporate Services

Ward: All

1. Reason for report

- 1.1 Members are asked to review the Committee's Work Programme and to consider the contracts summary for the Public Protection and Safety Portfolio.
- 1.2 Members should note that the Work Programme is fluid and subject to as change as required.
-

2. RECOMMENDATION

2.1 That the Committee:

- (i) reviews its Work Programme (Appendix 1); and
- (ii) Notes the Public Protection and Safety Portfolio Contracts (Appendix 2).

Corporate Policy

1. Policy Status: Existing Policy: Committees normally receive a report on The Work Programme and Contracts Register at each meeting.
 2. BBB Priority: Excellent Council Safer Bromley
-

Financial

1. Cost of proposal: No Cost
 2. Ongoing costs: Not Applicable:
 3. Budget head/performance centre: Democratic Services
 4. Total current budget for this head: £335,590
 5. Source of funding: 2015/16 revenue budget
-

Staff

1. Number of staff (current and additional): 8 posts (7.27fte)
 2. If from existing staff resources, number of staff hours: Maintaining the Committee's work programme normally takes less than an hour per meeting.
-

Legal

1. Legal Requirement: None:
 2. Call-in: Not Applicable: This report does not involve an executive decision.
-

Customer Impact

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

Ward Councillor Views

1. Have Ward Councillors been asked for comments? No
2. Summary of Ward Councillors comments: N/A

3. COMMENTARY

Forward Programme

- 3.1 The table at **Appendix 1** sets out the Public Protection and Safety PDS Forward Work Programme. The Committee is invited to comment on the schedule and to propose any changes it considers appropriate.
- 3.2 Other reports may come into the programme - schemes may be brought forward or there may be references from other Committees, the Portfolio Holder or the Executive.

Contracts Register

- 3.3 A Public Protection and Safety Contracts Register Summary is at **Appendix 2**.

4. POLICY IMPLICATIONS

- 4.1 Each PDS Committee is responsible for setting its own work programme.

Non-Applicable Sections:	Financial/Legal/Personnel
Background Documents: (Access via Contact Officer)	Previous Work Programme Reports and Minutes of the previous meeting.

PP&S PDS COMMITTEE - FORWARD WORK PROGRAMME

PUBLIC PROTECTION AND SAFETY PDS—29th June 2016
Matters Arising
Chairman's Update
Police Update
Draft Portfolio Plan 2016-2017
Presentation from London Fire Brigade
Mopac
New Co-opted Members
Provisional Outturn
Enforcement Activity from October 2015 to March 2016 and Portfolio Plan Review for 2015-2016
Food Safety Service Report
Work Programme and Contracts Register
PUBLIC PROTECTION AND SAFETY PDS—28th September 2016
Matters Arising
Chairman's Update
Police Update
Budget Monitoring
Community Payback Update
Resilience Update (Specifics to be clarified)
Presentation from Street Pastors
Presentation from Town Centre Security
Work Programme and Contracts Register
PUBLIC PROTECTION AND SAFETY PDS—1st November 2016
Matters Arising
Chairman's Update
Police Update
Budget Monitoring
MOPAC and VAWG
Presentation from a DV Advocate or from Bromley Women's Aid.
Substance Misuse (alcohol and drugs)
Work Programme and Contracts Register
PUBLIC PROTECTION AND SAFETY PDS—18th January 2017
Matters Arising
Chairman's Update
Police Update
Presentation from British Transport Police
Presentation from Ambulance Service

Environmental Protection Update
Work Programme and Contracts Register
PUBLIC PROTECTION AND SAFETY PDS—1st March 2017
Matters Arising
Chairman's Update
Budget Monitoring
Police Update
Gangs Update-Possible presentation from GAV
Challenger Troop
BYC Presentation
SLaM Presentation
Trading Standards Update
Work Programme and Contracts Register
PPS/PDS VISITS for Consideration
Street Pastors
CCTV Room
Intu CCTV Room
Bromley Magistrates Court
Visits with Trading Standards Team
Ad Hoc visits with the Food Safety Team
The museum in Bethlem
Bromley Police Custody Suite
Stop and Search Meeting with Bromley Police
Other items that could possibly be added to the Work Programme at some point.
PREVENT Update
Update on Dogs/Kennelling
Night Time Economy Update
YOS Update

Public Protection and Safety Contracts Register Summary

Contract	Start	Complete	Extension granted to	Contractor	Total Value £	Annual Value £	Public Protection & Safety PDS
CCTV Maintenance	1.4.2012	31.03.17	N/A	Eurovia	Fixed 3 years, then increased by CPI £214,256	£43,065	
CCTV Control Room Monitoring	1.4.2012	31.03.17	N/A	OCS	Fixed 3 years, then increased by CPI £1,263,258	£261,290	
Dog Collection – Stray and Abandoned Dogs	1.12.2012	31.03.14	30.04.17	SDK Environmental Ltd	£280,810	£63,566	PP&S PDS 08/04/2017 Extended to 30.04.2017
Vets Animal Welfare Enforcements	1.4.2014	31.3.15	31.03.17	Corporation of London Veterinary Service	£42,000	£14,000	Waiver agreed by Executive Director of Environmental and Community Services.
Bromley Domestic Abuse Support Groups	1.9.2013	31.3.17	N/A	Bromley Women's Aid	£92,212	£25,760 (Average per annum)	Funded by MOPAC
Safer Bromley Van	1.4.2013	31.3.2017	N/A	Victim Support	£105,751	£26,440 (Average per annum)	Funded by MOPAC
Domestic Abuse Advocacy Project	1.4.2014	31.3.2017	N/A	Victim Support	£349,285	£116,385	MOPAC funded.

Contract	Start	Complete	Extension granted to	Contractor	Total Value £	Annual Value £	Public Protection & Safety PDS
Domestic Abuse Perpetrator Programme	1.5.2015	31.3.2017	N/A	DVIP	£54,627	£28,452	Funded by MOPAC
Schools Programme, Volunteer Manager, and Resettlement Officer	1.10.2015	31.3.2017	N/A	Bromley Women's Aid	£86,570	£60,610 For 2016/17	Funded by DCLG
Mortuary Contract	1.10.14	30.09.18	n/a	Princess Royal Hospital mortuary via Kings College Hospital NHS Foundation Trust	£384,000	£96,000 pa (Variable) *	<i>Contract in conjunction with LB Bexley</i>

** The amount of the Mortuary Contract varies depending upon the number of deaths, and the circumstances of the deaths. The valuation of £96k gives an indication of the scale of the contract **

This page is left intentionally blank