



# Bromley Community Engagement Forum

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## MINUTES OF A PUBLIC MEETING HELD ON MONDAY 20 MAY 2013 - BROMLEY FOOTBALL CLUB

### 80 in attendance

#### **BCEF MEMBERS PRESENT (SNP = Safer Neighbourhood Panel)**

Brenda Thompson (representing BCEF Chairman + Cray Valley East SNP)

Mahmood (BCEF Executive + Muslim Community)

Alf Kennedy (BCEF Executive + Cray Valley West SNP + Neighbourhood Watch)

Michael Lever (Honorary Member + LBBRF)

Graham Pyefinch (Shortlands SNP)

Bob Mills (Chelsfield & Pratts Bottom SNP)

Roger Taylor (Hon Member & Penge East Community Association)

Derek Marrable (Petts Wood SNP)

Danielle Gordon (Bromley Youth Support Programme)

Julian Melfi (Copers Cope SNP)

Jenny Coleman (Penge & Cator SNP)

Val Harrison (Kelsey & Eden Park SNP)

Joe Kerr (Darwin SNP)

Julian Bennington (Biggin Hill SNP)

Linda Evans (Bromley Town SNP)

Barbara Jarvis (Hayes & Coney Hall SNP)

Laurie Bell (Mottingham & Chislehurst North SNP)

Nell Riehl (Honorary Member)

Margaret Gubbins (Bromley Independent Custody Visitors Panel)

Samantha Popely (Victim Support)

James Ellis (Clock House SNP)

Ian Dent (Met Police Volunteers)

Roger Hewitt (Deaf Access)

Amanda Evans (BCEF Operations Manager)

#### **SAFER BROMLEY PARTNERSHIP STRATEGIC GROUP MEMBERS PRESENT:**

Rob Clarke, Probation

Charmaine Dennis, Affinity Sutton

Andrew Holcombe, Fire Borough Commander

Paula Morrison, Assistant Director, Public Health

Chief Inspector Carron Schusler, Police

Cllr Tim Stevens, Portfolio Holder Public Protection and Safety

**Also Present:** Rob Vale (Trading Standards), Joy Lever, Dave Witherspoon (Downe RA), Lorraine Leon, Elizabeth Tarrant, James Tillotsun, Catherine Bance, Dave Freeborn (Bromley Town SNP), Brian & Sheila Caplin (Biggin Hill NW), H. Armstrong, Bernard Waine (Beechwood RA), Marsha Berg (Copers Cope Area RA), Rosemary Turner (Keston NW), G. Williams, B. Tilsley, Derek Palmer, Sue Polydorou (Petts Wood SNP), A. Stevenson, Linda Kennedy, Terry & Jacqui Giles, Glen Jennison, Tom Sims, S. Harray, Glen Urquhart, Robin Telloch, Andrew Sears (BYC), Val Gillingham (Cudham RA), Val Bowley (Cudham RA), Peter Williams, Ivy Rumble, Maureen Byford, Derek Swatton, Jenny Ghiver, J. Lawrence, Tim Fisher, David Hewitt, Matt Medhurst (NW), David House, Georgina Streeter, Roger Parry, Marian Atkins, Lois Hyett, Lisbeth Edgar, Paul O'Brien, Alan Ingram, Inder Sharma, Tracy Skillern (CPCDT), P. Hogan, Zoe Thomas (Kings Hospital); G. Evans

**Members/Strategic Apologies for absence:** Ian Smith (BCEF Chairman), Terry Belcher (BCEF Exec & Bromley Healthwatch); John Bruce (BCEF Executive & Bickley SNP), Nigel Davies, Director of LBBs Environmental Services), Ray Bell (Street Pastors), Derek Marrable (Petts Wood SNP), Tony Isbitt (Plaistow & Sundridge SNP), Annabel Langley (Chislehurst SNP), Lulu Pearce (Community Advisory Group), Colin Maclean (Community Links Bromley), James Cleverly (Chairman of the London Fire & Emergency Planning Authority and Chairman of the London Resilience Forum), Neil Miller (Orpington SNP), Derek Holl (Bromley Common & Keston SNP), Geoff Newton (WW SNP)

1. **CHAIRMAN'S WELCOME AND INTRODUCTION:** Brenda Thompson deputised for Ian Smith for this meeting. Introduced the Safer Bromley Partnership members present and also drew attention to the information stands that were available both before and after the meeting: Victim Support, Trading Standards, Kings College info relating to the acquisition of the PRU). Brenda thanked Nell and Joy for giving up their time to man the registration desk.

Brenda thanked those who had sent in their advanced notification of questions and explained that there would also be an open QA session later in the meeting. Contact slips were available for any additional questions arising after the meeting or not taken due to constraints on time for any comments about the meeting and suggestions for future presentations etc. BCEF can also be contacted with any suggestions by emailing: [amanda.evans@bcef.org.uk](mailto:amanda.evans@bcef.org.uk).

2. **BROMLEY YOUTH COUNCIL – 2013-14 YOUTH MANIFESTO:** Education, Care and Health Services. Presented by Danie Gordon and Andrew Sears.

**What is Bromley Youth Council's Manifesto?** Bromley Youth Council (BYC) is a representative forum organised by Bromley Council that enables young residents of the Borough to have a voice in local decision making and encourages young people to take part in campaigns and projects to address the issues that affect them. Each year, working in collaboration with young people from local school councils, youth clubs and youth forums, BYC produces a Manifesto which identifies those important issues that matter to the young people and that they would like the BYC to address on their behalf in its work during the year ahead. In order to do this BYC hold an annual Manifesto event inviting young people across the borough to attend, to take part in workshops and to share views and opinions. At the end of the event all attendees vote for the top issues that they would like to form the focus of BYC's work programme. This year's event took place on March 12th. This Manifesto sets out the key priorities that have been identified at this year's Annual Manifesto Event and that the BYC has committed to address during 2013 – 14:

**Manifesto Priorities** - In its project and campaign work during 2013/14, the BYC has committed to focus on the following key issues:

**Mental Health** –Young People felt that they were not aware of the breadth of mental health issues facing young people and that they often made assumptions about issues such as anxiety, depression, stress etc; They felt there needed to be better information available about support services; some young people are reluctant to admit they have concerns as they are scared that people will judge them, make assumptions about them or treat them as ‘mad’. They want to challenge the myths and stigma about mental health

**Youth Activities** – Need to raise awareness of leisure activities available to young people across the borough which are free and those for which there is a small cost; raise awareness of Youth volunteering and development opportunities.

**Stay Safe** - raise awareness of personal safety on public transport. Would like to raise awareness of young people’s rights and responsibilities in relation to Stop and Search. Increase awareness of how to report crimes.

**Tuition Fees** – Confusion with tuition fees, how the system works and raise awareness of services offering support, advice and assistance. Also, challenge and campaign about the costs and current policy.

**What will happen now?** The priority issue for most young people attending the Manifesto Event was Mental Health and the BYC will make this the focus for its main campaign for 2013-14. The BYC will design a work plan to tackle the issues raised by young people and through this will raise awareness across services working with and on behalf of young people and will seek to address young people’s concerns. The BYC will also address the other priority areas by helping to raise awareness with those services with a lead or responsibility for these areas. BYC will work with other agencies to raise awareness of the issues young people identified as their priorities.

The BYC are keen to be involved in discussions and the shaping of services for young people and recognise that young people, professionals and services need to work together to achieve better outcomes for all. BYC members will represent young people and their views in discussions with services, the Local Authority and communities and advocate on issues identified as important to young people to help bring about positive change.

On 9th May 2013, BYC launched the 2013/14 Youth Manifesto and will publish its annual work plan and publicise progress in a mid-year progress report and an end of year review. Together with this Manifesto these documents will be made available on [www.bromley.gov.uk](http://www.bromley.gov.uk) or on request.

Youth Council Contact Officer: Danie Gordon, Youth Involvement Team Leader

Email: [Danie.Gordon@bromley.gov.uk](mailto:Danie.Gordon@bromley.gov.uk)

Contact for Bromley Youth Council: [BYC@bromley.gov.uk](mailto:BYC@bromley.gov.uk)

3. **OFFENDER MANAGEMENT IN THE COMMUNITY** – “Transforming Rehabilitation” presented by Robert Clarke - Assistant Chief Officer. Rob explained that the aim is to radically reform the structure of probation services by splitting purchasing and provider functions; making use of a wider range of competing providers from across the public, private and voluntary sectors; and applying payment-by-results to all providers within three years. For London Borough of Bromley there are 1400 offenders including serious sex offenders at any one time and work with 30,000 victims of crime a year. It costs £48,000 to keep just one person in prison.

#### **Reform Rationale:**

- Need to reduce reoffending rates
- Investment and new ways of working required to fund a rehabilitation requirement for all those sentenced to <12 months custody
- Greater flexibility to do what works
- Provide greater diversity of providers
- Market forces drive right behaviours if rewards are based on successful outcomes

#### **Key Changes - Public Probation- Approx 4,300 cases**

- New National Public Probation (& Wales)
- Completion of all court reports
- Initial risk assessments
- All MAPPAs *registered* cases (community and licences)
- All Cases assessed as high risk of harm (community sentences & licences)
- Small number of public interest cases (to be defined)
- Responsibility for cases where risk of harm has escalated to ‘high’ in duration of CO or Licence
- Parole Assessments
- Breach and Recall decisions
- Victim Liaison Unit
- Approved Premises

#### **Key Changes - 21 Competed Package Area (CPA)**

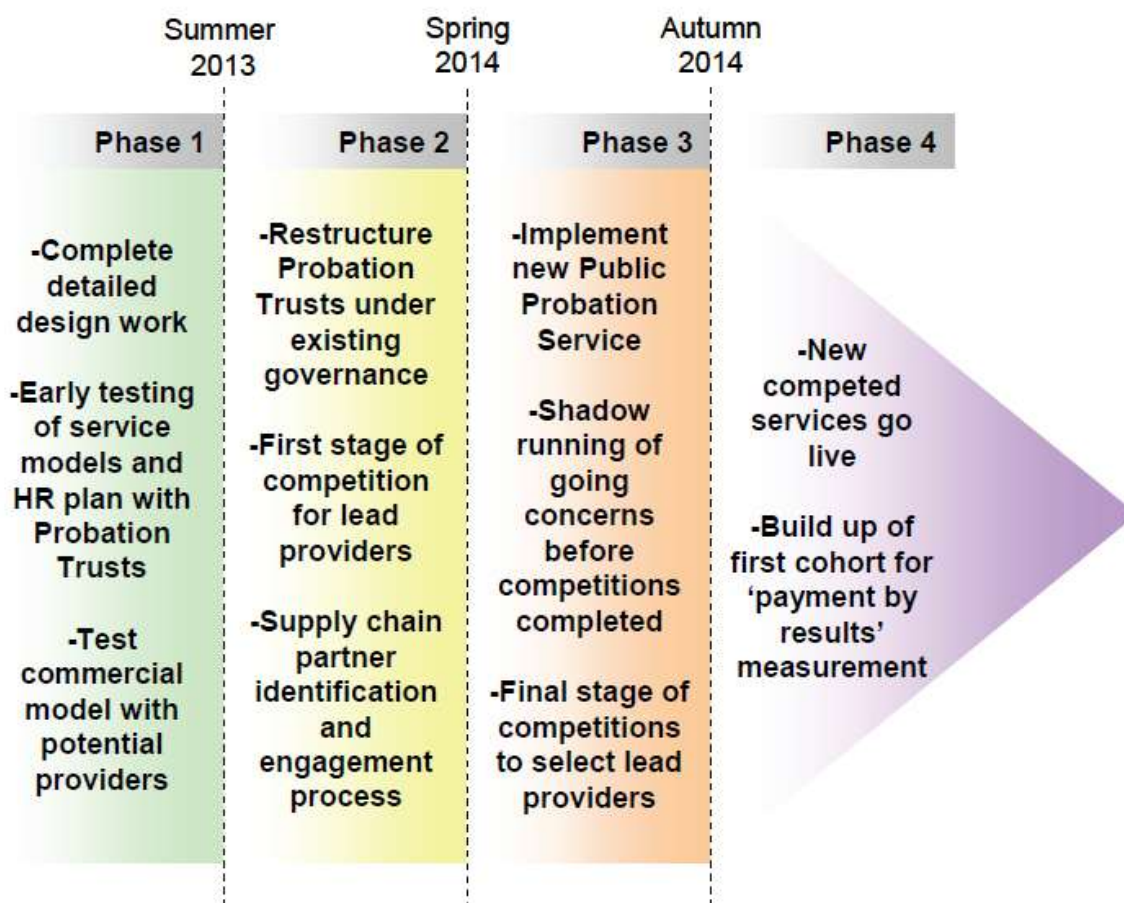
London will be 1 CPA (approx 33,000 cases). Each CPA will include:

- o Management of all medium risk and low risk cases excl MAPPAs both in community and custody
- o Prison resettlement contracts to enable ‘through the gate’ services.
- o All accredited programmes including domestic violence and sex offender programmes.
- o The management of ‘high risk of harm’ and MAPPAs *eligible* cases while they are in custody

#### **Other Issues**

- Trusts can spin off into Mutuals and bid for CPAs as a sub *not a prime*. No guarantee of being successful.
- Prison Estate will be reconfigured to establish ‘resettlement prisons’ in local areas.
- Professional body will be established for Probation Officers but no guarantee new providers will subscribe to it.
- HMIP will oversee quality across whole provider network.
- Rehabilitation of Offender Bill will create new legislation re < 12 month licences and extended supervision periods for sentences up to 24 months custody

## Timeframes:



## QUESTIONS:

3(a) What measurements are taken to ensure the system is compliant? Rob explained that Her Majesty's Inspectorate of Probation and Prisons arrive unannounced and review cases. Payments in future models will be for results that can clearly demonstrate reduced re-offending.

3(b) What is the complaints procedure? This system is too new and Ministry of Justice/National Offender Management Service are still working on the detail.

3(c) A gentleman said that the Probation Service in Bromley is doing a good job, especially given reduced funding and thanked Rob for outlining the changes. *Received a round of applause.*

3(d) A gentleman said he was suspicious about the changes and about privatisation. He added that it was a pity the money could not be paid direct to Bromley as it would probably be managed more efficiently by the team, whereas this new procedure makes it less easy to manage.

3(e) When will the law change to allow parents of 17 year olds to be notified if their child is in custody. Rob explained that the probation service deal with 18 years old + and work with the entire family, also looking at offenders relationship within the family unit. Chief Inspector Carron Schusler added that she will ascertain the information and will be circulated with these minutes (Addendum: *In line with the position of Her Majesty's Inspectorate of Constabulary [HMIC], and with immediate effect, the services of an*

*appropriate adult [AA] should be offered to ALL detainees who are 17 years old. It is important to note that an AA can only be provided with the consent of a detainee who is 17 years old. The exception to this is where the detainee is considered to be mentally disordered or mentally vulnerable in which case an AA would still be required, without consent.)*

3(f) What are the effects of cancelling the Payback scheme and laying on transport for offenders to get to work placements? There has been a recent competition to reduce costs in Community Payback. SERCO in conjunction with London Probation Trust as the sub contractor recently won the competition to deliver CP in London. London Probation Trust provides offender management services and SERCO provides work placements and supervisors to manage the projects. There is a reasonable expectation that offenders will travel up to an hour for work placements. Very few offenders will financial assistance for this. Cllr Tim Stevens, who is also a Magistrate, added that it was ridiculous to expect offenders to get to work placements unaccompanied and this was not going to happen. SERCO (the service provider) have not taken into account the size of this borough, for instance how is someone going to get from Penge to the Crays especially given the terrible transport links and expect them to pay out of their own pocket. This was a SERCO decision and not a Council decision.

#### 4. **TRADING STANDARDS – INFO ON LATEST SCAMS/FRAUD** Presented by Rob Vale:

Rob explained that May 2013 is Scams Awareness month! Scams are crime, help stop them! He added that this is massively under reported (approx 70%) and welcomes the opportunity to raise awareness of these scams to help people be more aware.

Rob explained the existence of a '**suckers list**' which is circulated around scammers with your details on it after you have unknowingly become a victim. Currently Rob has a list with 150 Bromley residents on and has warned them all of this. Older people are frequently on this list and one possibility is because they respect authority and are more trusting so fall victim to the scams and give out their personal details. The best approach to anyone asking for your personal information is to just say "no". If they are trying to sell you something or warn you are late paying a bill then tell them to contact you by post and never give out your details (if for a late bill they should have this information on their files without having to ask you to confirm anything).

Trading Standards encourages Banks/building societies to contact the Rapid Response Unit immediately if a vulnerable person is withdrawing large sums of money under suspicious circumstances. This intervention can stop people becoming a victim. But they can't stop everyone and this success depends entirely on the good will and support of the bank/building society.

Remember, if it sounds too good to be true, it probably is!

#### **What are scams?**

Schemes to con people out of money

Hundreds of scams

3 million people per year are caught out

48% population victims of a scam (not just older consumers)

£3.5 billion lost mass marketing fraud every year

#### **Scam facts**

Anyone can be targeted

Most victims over the age of 55  
Massively under reported  
Chronic scam victims often elderly or vulnerable  
Can cost the victim £000's

### **London Borough of Bromley**

Population 300,000+  
Over 65s = 70,000  
Still the largest proportion of retired residents in any London Borough

### **Mass Market Scams**

Foreign lottery/prize draw scam  
Psychic and clairvoyant scams  
Health scams (eg miracle tablets/cures)  
Investment scams  
Boiler room (this refers to a rented space from which salespeople call hundreds of potential victims each day using high pressure sales techniques)  
419 scams – advance fee fraud

### **Current Scams (National)**

**Phantom debts** – threats of arrest/seizure unless bogus debt is paid (one Bromley resident aged 91 was threatened with arrest as his late wife supposedly owed money and he paid)  
**Rare metal investments** – rare earth metal oxide investments  
**Carbon Credit trading** – carbon emission certificates  
**Assassin scam email** – sympathetic assassin says you have a contract taken out against you in error

### **Current Scams (Bromley)**

**Prize draw scams** – foreign lottery/sweepstake  
**Microsoft scam** – fake computer virus from abroad  
**Debit card fraud** – bogus call from police or bank seeking PIN  
**Inheritance scam** – letter from china  
**Free Trial Scam** – sign up for a free sample but small print states send goods back within 14 days or else sign up to full price and further orders – this part of the text is usually printed so small you may not be able to read it so only think you are signing up for a free trial.

### **How to spot a scam**

The call, letter, e-mail or text has come out of the blue  
You've never heard of the lottery or competition they are talking about  
You didn't buy a ticket – so I can't win it!  
They are asking you to send money in advance  
They are saying you have to respond quickly, so you don't get time to think about it or ask family and friends before you decide  
They are telling you to keep it a secret  
They seem to be offering you something for nothing

### **Look for the signs**

Increase in amount of junk mail for contests  
Evidence of small gifts around the house eg cheap jewellery, bracelets, watches and pens  
Increase in phone bill, calls to international numbers  
Secretive phone calls

Inability to pay bills or buy food

### **Doorstep Crime 2012**

189 rapid response calls  
£250,000 direct savings  
10 fraudsters prosecuted  
36 fraud/money laundering charges resulting in guilty pleas  
12 yrs imprisonment  
720 hrs community service  
1 ASBO

### **Current investigations in Bromley:**

£10,000 drainage	£1200 garden
£1500 alarm	£2000 plumber
£4500 bed	£12,000 roof
£16,000 roof	£14,000 damp
£4,000 chair	£27,000 roof

Report suspicious activity to the rapid response team on  
07903 852090 Email: [john.finch@bromley.gov.uk](mailto:john.finch@bromley.gov.uk)

### **Useful Links**

[www.actionfraud.police.uk](http://www.actionfraud.police.uk)

[www.thinkjessica.com](http://www.thinkjessica.com)

[www.mpsonline.org.uk](http://www.mpsonline.org.uk) – mail preference service

[www.tpsonline.org.uk](http://www.tpsonline.org.uk) – telephone preference service

### **Spam texts – forward to:**

7726 Everything Everywhere or 02

37726 for 3 Network

87726 for vodafone

Report Fraud & Internet Crime – 0300 123 2040

A sticker to put on your front door saying no to cold callers and other information on how to prevent becoming a victim were available at the meeting. You can also request a copy of this booklet and door stickers by emailing John Finch as above, or for a copy of the booklet “The little book of Big scams” call 020 7230 1288 for more information

### **QUESTIONS:**

- 4(a) A question about a car hire company , storing vehicles and operating from the public highway. Is this illegal? Rob replied that as long as the vehicles are taxed, MOT and road worthy then it is not illegal for them to park on the road. He is aware of the location and is being monitored
- 4(b) Is there a protocol for Banks/Building societies? Yes. This scheme has been running for approx 8 years and Bromley was the first borough to operate it. Provide training to the staff to recognise a potential fraud taking place and how to deal with the situation and ongoing encouragement to notify the Rapid Response team. A never ending process though as staff leave and new staff have to be trained. They cannot be forced to contact the Rapid Response Unit but there is excellent co-operation in Bromley.



- 4(c) A question was asked whether a specific company was registered on the Council's Trade Register. Rob explained that the Safer Bromley Trade Register was set up by the Safer Bromley Partnership to help consumers identify a suitable local trader. Those registered have made a commitment to excellent standards of work and customer service and must provide 3 references, one of whom will be visited by the Council's Trading Standards team. Only once references have been checked and work deemed satisfactory will the trader be accepted onto the scheme. The register can be accessed by visiting [www.traderregister.org.uk](http://www.traderregister.org.uk). The register is free to join. However, this Trader Register is not an approval scheme as such and you should still always get at least 3 references and quotes before you commit yourself.
- 4(d) Given that sort code and bank account details are on a cheque why worry about giving this information out? Rob explained that it is also in addition to other info you must be careful about, ie date of birth, name. You must always be suspicious of anyone asking for this information.
- 4(e) There are a lot of charities in the street asking for money for well known causes, asking you to fill out a form with your bank details and sometimes it is very hard not to contribute. Some canvassers can be aggressive. Rob explained that he is aware of the pressure sales techniques used and they are not acting illegally. Always be cautious and do not take risks. Don't be afraid to say "I'll look your charity up and do something on line".

## 5. SAFER BROMLEY PARTNERSHIP UPDATE:

### 5.1 Police – Presented by Chief Inspector Carron Schusler:

Crime has fallen in Bromley over the last 12 months.

From 1 April 2012 – 31 March 2013 crime fell by 7.6% compared to MPS average of 5.5%

Robbery	Fell by 15.8%
Burglary	Fell by 3.7%
Motor Vehicle Crime	Fell by 3.5%
Violence against person	Fell by 10.5%
Gun Crime	Fell by 20.4%
Sexual offences	Fell by 8.6%
Knife enable crime	Fell by 15.9%
Domestic Crime	fell by 1.2%
Racist & religious hate crime	Fell by 13.2%
Homophobic hate crime	fell by 20%

A lot of the above success is also down to the public and CI Schusler thanked everyone for helping to drive down crime on this borough.

Discussed joint operations around anti social behaviour, which is a big issue and working in partnership to tackle this.

In July 2013, Bromley will have 10 new officers for Safer Neighbourhood Teams.

## 5.2 Cllr Tim Stevens, Portfolio Holder Public Protection and Safety Partnership:

Cllr Stevens explained that he has additional responsibility for YOT and Bromley Youth Service.

**Community Safety Funding – Mayor’s Office for Policing and Crime (MOPAC):** Under a new scheme for 2013/14 all London councils had to bid for funding and submit business cases to MOPAC for funds (Bromley’s submission listed below - around £1.5m over 3 years), but in April 2013 MOPAC advised Bromley will receive circa £300,000 for 2013, whereas last year 2012 received £115,000.

The bid for funds had to relate to initiatives aimed at achieving positive outcomes regarding community safety at both a local level and London as a whole. MOPACs Priorities are: Drugs/alcohol; Gangs; Violence against women and girls; Reducing reoffending; Anti Social Behaviour/Quality of life crime. Out of Bromley’s 11 submissions, only 3 have been agreed:

**Proposal 1:** Part funding of the Anti Social Behaviour Team – **MOPAC declined**, now a new asb proposal hopefully will be agreed but not heard yet.

**Proposal 2:** Part funding for the Safer Neighbourhood Officers – **MOPAC declined**

**Proposals 3,4 & 5:** Funding of the Domestic Abuse Strategy/Advocacy Projects/Projects – **MOPAC agreed**

**Proposal 6:** Safer Bromley Van funding – **MOPAC agreed**

**Proposal 7:** Part funding for the Junior Citizens Scheme – **MOPAC declined**

**Proposal 8:** Funding for a Youth Offending Team Substance Misuse Worker – **MOPAC declined** but will be paid for by public health funding instead.

**Proposal 9:** Community Safety Mentoring Programme – **MOPAC agreed**

**Proposal 10:** Summer Diversionary Activities – **MOPAC declined**

**Proposal 11:** Substance misuse – intensive support programme – **MOPAC declined** but swapped for the new asb proposals

Cllr Stevens discussed the meetings he held with MOPAC to express his concern that there is no funding for anti social behaviour in Bromley. However, he was advised that he could swap the approval for substance misuse worker, which he has now done.

MOPAC declined the business case for Summer Diversionary Activities, but Cllr Stevens stressed that contingency planning from last year has enabled funding to be made available for this project and will be looking at increasing the amount of youth activities throughout the borough.

An email was circulated from a Mr Glenn Kelly, UNISON Branch Secretary, re Bromley council plans to cut Safer Neighbourhood and Anti Social Behaviour services by 10% (ie 2 out of 3 officers remaining). Cllr Stevens explained that this has all been discussed with the staff as if there is no funding for ASB then it will need to be looked at how the team operate and there may be redundancies.

Safer Neighbourhoods will be the future consultation Forum in Bromley and Cllr Stevens explained that this will be the same for all London boroughs and CEPEG funding will eventually be withdrawn. MOPAC are considering the structure of SNBs across London and Neighbourhood Watch and Panels should all be included in the final model. Timescale – MOPAC anticipate approximately 4 months before any final decision is made.

## **QUESTIONS:**

- 5(a) With the shooting of the Somali Youth in Penge, is it too early to tell from Intelligence received, whether the attack was racially motivated, Gang related or even worse a random event. What efforts are the council and Police putting in place to reassure the community in general and particularly the Somali representatives of that community. Chief Inspector Schusler replied that this was not a racial incident. Police officers have held a community meeting and they are engaging with the community. If too many officers are wandering around then this can have a negative impact. Working closely with the Somalian community and responding to their requests. Cllr Stevens added that the Council were well aware of that public meeting and that a number of actions have taken place. He stressed that this was a Police led meeting and if residents want a further meeting he would attend, but it must again be police led and look for positive achievements.
- 5(b) On 6th May Bank Holiday, Petts Wood held its annual May Queen Procession along a busy bus route. This was followed by the May Fayre until about 4pm. Just two Police Officers were assigned to the procession from elsewhere. They then departed. Why is it not possible for our own Safer Neighbourhood Team to Police the biggest annual community event in Petts Wood. Surely, this flies in the face of community Policing and I know it has upset many local people.? Chief Inspector Schusler replied that SNT officers are not expected to attend local events and a much better use of their time is to patrol areas keeping the area safe. But she did say that should a PCSO be available then they would be able to be around the event for engagement purposes.
- 5(c) A Met Police Front desk volunteer expressed his disappointment that it would appear the Met do not value front office volunteers. Despite raising concerns from as far back as September last year on recruitment issues, nothing has been actioned and volunteers are brushed off with inadequate responses. “ I can only conclude that volunteering from local residents is not valued - and hence must now decide myself whether the MET deserve my free time”. Chief Inspector Schusler apologised if anyone feels undervalued. There are masses of changes happening within the Met and a meeting will be arranged with the Volunteers to discuss further. (Addendum: Ch Supt Roberts attended a meeting with West Wickham volunteers on Friday 31st of May.)
- 5(d) Police front counters were discussed and Chief Inspector Schusler explained that there is still nothing finalised and discussions are ongoing. The current plan is that WW will stay open for 15 hrs each week; Once Orpington Police Stn will close then Green Street Green will have a front counter; Bromley Police Station will have a 24/7 front counter; Penge and Biggin Hill will at this time remain open and staffed by volunteers . As soon as anything is finalised it will be made public.
- 5(e) How can Bromley residents complain to MOPAC about the lack of funding– is it worth submitting a structural complaint? The address is::

Mayor’s Office for Policing and Crime  
City Hall, The Queen’s Walk, London SE1 2AA

email [enquiries@mopac.london.gov.uk](mailto:enquiries@mopac.london.gov.uk)

- 5(f) Anything further regarding the Cluster Groups? Chief Inspector Schusler replied that they will happen but not for about 4 years.
- 5(g) A Penge councillor asked Cllr Stevens what additional youth programmes will be in place this summer and hopes it is an improvement on last year for Penge – she had asked for this information last year and the only information she received was on the opening times of Streetwise. Cllr Stevens denied this was the case last year and will provide the list of youth programmes held, together with what will be available this summer. (Addendum: Cllr Stevens provided a programme of activities for parks and at Streetwise last summer. Advanced timetables for this summer will be circulated to encourage more young people to be involved.)
- 5(h) In recent weeks there have been a significant number of fires at the Waste4Fuel site in St Mary Cray. These fires have required the frequent and prolonged attendance of the Fire Brigade. As enforcement action has been taken against Waste4Fuel by the Environment Agency and Health and Safety Executive, what charges are being passed on by the London Fire Brigade? Andrew Holcombe, Bromley Fire Commander, agreed that a lot of time has been spent at this site and provided information in relation to this. Waste4Fuel has been served an enforcement suspension notice by the Environment Agency giving a clearance date of 10 June. The London Fire and Emergency Planning Authority has served a separate notice which sets out the changes needed at the site to improve fire safety.
- 5(i) Who was responsible and what thought process went into moving the audiology dept from Orpington Hospital (which offered easy parking/access) and assigning the responsibility to Spec Savers, without taking into account that disabled or elderly people cannot park close to these premises as all are on high streets by double yellow lines. Paula Morrison explained that this was an initiative from the department of health for greater patient choice, and was carried out by National Procurement Company and SEL Cluster. It was suggested by another member that questions should be asked about how it was set up and the quality of the service which he will take up under Freedom of Information. *Received a round of applause.* Paula was happy to discuss further after the meeting.

#### **ANY OTHER BUSINESS:**

Brenda thanked everyone for attending and drew attention to the contact/question slip available at the reception desk. Your comments/questions are important to us. We will forward your question to the relevant partnership member so remember to include your contact details.