

End of year monitoring form:

Borough: Bromley

Title of initiative: B3, Domestic Abuse & VAWG Strategy Coordinator

If a variance is reported at line 4 please explain the reasons for it?	N/A		
	Proposed outcome	Has outcome been achieved? Include explanation	Evidence for outcome
Please outline the project outcomes	Development of a new local VAWG strategy for 2013-2017 by April 2014.	Partially. A draft strategy is currently in discussion by the Domestic Abuse & VAWG Forum Steering Group in preparation for wider and public consultation and formal launch at the Bromley DA & VAWG Conference in November 2014	Meeting records.
	Maintain membership of Domestic Abuse & VAWG Forum throughout FY13/14 (Baseline: 40 member agencies).	Yes Mailing list currently contains 77 members, meeting attendance usually around 30.	Meeting records.
	Delivery of four multi-agency training days per year, with a target for all evaluations to exceed 70% of participants considering the training to be excellent.	Yes 5 days delivered 81% of trainees stated the training to be excellent.	Domestic Abuse & VAWG Strategy Coordinator's records.

	<p>The coordinator manages all of the DV commissioned services (Community Support Groups, Sanctuary Scheme, One Stop Shop, Perpetrator Programme, Domestic Abuse Advocacy Project.)</p>	<p>Partially</p> <p>Please see returns for individual projects for breakdown. Almost all targets have been exceeded</p>	<p>Meeting records. Victim Support Records Bromley Women's Aid records. TRYangle records.</p>
	<p>The overall outcome of the above projects is to target domestic abuse & VAWG and repeat victimisation. Reduce repeat incidents of domestic violence by 2% by the end of 13/14. (Baseline: end of 12/13 this was 26.25% for Bromley).</p>	<p>Unknown.</p> <p>This data was supplied by MOPAC and is not available locally.</p>	<p>MOPAC-accessed data.</p>
<p>Are there any risks to be highlighted?</p>	<p>None identified.</p> <p>A meeting has been booked with MOPAC to discuss the target of reducing of repeat reports of domestic violence.</p>		
<p>Summary of project achievements (in addition to the reporting against outcomes)</p>	<p>This year the DA & VAWG Strategy Coordinator has commissioned external delivery of all borough support services for the first time, freeing up capacity to dedicate to the proper monitoring & evaluation of these services, and the development of other activities.</p> <p>The first local DA & VAWG Conference is now being planned for November 2014, targeted at front-line workers and designed to enhance skills, broaden VAWG knowledge, and improve multi-agency work in the borough and across the region.</p> <p>The DA & VAWG Coordinator has worked closely this year with both the local safeguarding children's board and safeguarding adults' board to review their training packages and procedures regarding domestic abuse & VAWG, including commissioning an e-learning package to supplement face-to-face training.</p>		

	<p>Following extensive changes in the structure and management of local health services in the last 18 months the DA & VAWG Coordinator has been building relationships and ensuring the response to DA & VAWG within health services is robust. This has included delivering face-to-face training for all GPs in the borough, being a founding member of the Maternity Services Liaison Committee, and working with the CCG to include competencies around DA & VAWG in their commissioning structure.</p>	
<p>Any additional issues which were not anticipated at the start or at the mid-year point of the project?</p>	N/A	
<p>Please provide confirmation of achieved matched funding, clearly specifying where matched funding is in kind.</p>	N/A	N/A
<p>If matched funding has reduced from that expected, please specify reasons why.</p>	N/A	
<p>Please confirm if matched funding has changed for future years, from that specified in the final approved bid.</p>	N/A	

End of year monitoring form:

Borough: Bromley

Title of initiative: B4, Domestic Abuse Advocacy Project

If a variance is reported at line 4 please explain the reasons for it?	N/A		
	Proposed outcome	Has outcome been achieved? Include explanation	Evidence for outcome
Please outline the project outcomes	Increase in conviction rate by 0.5% per year	Yes – target exceeded. Target 65.2%, achieved 66.3% conviction rate.	Victim Support records
	Increase in referrals to MARAC from health services	Target clarification has not been received from MOPAC regarding this. Grant agreement gives the target as 5 but it has not been agreed whether this is an increase by five referrals, a 5% increase or a 5-fold increase.	N/A
	Delivery of prevention workshops to young people (1000 attendees 13/14 with 10% increase per year)	No. Target 1000 attendees, achieved 935. In Q4 two of the three IDVAs left the service, although recruitment has taken place swiftly this still left a short period where on IDVA was covering the project and so supporting victims was prioritised.	Victim Support records

	Satisfaction with service (>80% satisfaction)	Yes – target exceeded. Target to have more than 80% stating they are satisfied with the service, achieved 88% satisfaction rate.	Victim Support records – client feedback upon closure of case
	Feelings of safety (>60% reporting increase)	Yes – target exceeded. Target to have more than 60% stating they feel safer after involvement with the service, achieved 83% feeling safer.	Victim Support records – client feedback upon closure of case
	Awareness of help available (>60% reporting increase)	Yes – target exceeded. Target to have more than 60% stating they are more aware of the help available, achieved 79%.	Victim Support records – client feedback upon closure of case
	Confidence (>60% reporting increase)	Yes – target exceeded. Target to have 60% stating an increase in confidence after engagement with the service, achieved 68%	Victim Support records – client feedback upon closure of case
	Feeling positive about the future (>60% reporting increase)	Yes – target exceeded. Target for more than 60% feeling positive about the future after engagement with the project, achieved 72%	Victim Support records – client feedback upon closure of case
Are there any risks to be highlighted?	None.		

Summary of project achievements (in addition to the reporting against outcomes)	<p>A new manager took up post at the beginning of the year and has worked closely with partners in the borough to build positive working relationships and to review delivery in order to further this project. This has included reviewing staff location to ensure clients in the community and engaged in the criminal justice system receive the same level of support, and staff have built closer partnerships with other projects delivering prevention work in schools to spread the work across the borough, reduce duplication, and maximise the number of young people who engage with preventive work.</p>	
Any additional issues which were not anticipated at the start or at the mid-year point of the project?	<p>Two of the three advocates have left the organisation during 2013/14 and although recruitment has taken place this has led to an unavoidable strain on the service during Q4 of the year, leading to narrowly missing the target for workshop delivery as work with high risk individuals was prioritised.</p>	
Please provide confirmation of achieved matched funding, clearly specifying where matched funding is in kind.	<p>2013/14 matched funding outlined in original bid:</p> <p>Organisation: Bromley Met. Police Amount of funding: N/A Description: Funding in kind of office space for two advocates at Bromley Police Station.</p>	<p>2013/14 actual matched funding received:</p> <p>Organisation: Bromley Met. Police Amount of funding: N/A Description: Funding in kind of office space for two advocates at Bromley Police Station.</p>
If matched funding has reduced from that expected, please specify reasons why.	<p>N/A</p>	
Please confirm if matched funding has changed for future years, from that specified in the final approved bid.	<p>No change anticipated.</p>	

End of year monitoring form:

Borough: Bromley

Title of initiative: B5, Community Domestic Abuse Projects: One Stop Shop, Perpetrator Programme and Support Groups

<p>If a variance is reported at line 4 please explain the reasons for it?</p>	<p>N/A</p>		
	<p>Proposed outcome</p>	<p>Has outcome been achieved? Include explanation</p>	<p>Evidence for outcome</p>
<p>Please outline the project outcomes</p>	<p>One Stop Shop: Increase attendances by 10% year on year (13/14 target 306)</p>	<p>No. Total attendance was 300 – missing target by 2%. Discussions with provider suggest this was to do with changes in project management in Q2 and an action plan including additional publicity and the potential development of a virtual One Stop Shop to boost access by clients who cannot physically attend the service.</p>	<p>Bromley Women’s Aid Records</p>
	<p>Perpetrator Programme: Number of referrals (100 minimum)</p>	<p>No. The target was for 100 referrals and 56 have been received. See below for discussion of this.</p>	<p>TRYangle records</p>
	<p>Perpetrator Programme: Percentage of referrals engaged (>40%)</p>	<p>Yes – target exceeded. Targeted for a 40% engagement rate and 48% of clients referred have engaged in the project.</p>	<p>TRYangle records</p>

	<p>Perpetrator Programme: Percentage of referrals completing (>30%)</p>	<p>Yes - in progress – target currently exceeded.</p> <p>As the programme is 26 weeks long not all clients who have been assessed and engaged will have been able to complete the programme.</p> <p>To date 41% of clients referred are either fully engaged in the programme or have already completed it.</p>	<p>TRYangle records</p>
	<p>Perpetrator Programme: Perpetrator’s assessment of changes in their behaviour (>70% state reduced abusive behaviours)</p>	<p>Yes – target exceeded.</p> <p>100% of completers state their abusive behaviour has reduced.</p>	<p>TRYangle records – client-completed questionnaire at end of course.</p>
	<p>Perpetrator Programme: Victim’s feelings of safety (>70% report increased feelings of safety)</p>	<p>Yes – target exceeded.</p> <p>100% of partners/ex-partners of completers state they are feeling safer.</p>	<p>TRYangle records – client-completed questionnaire at end of course.</p>
	<p>Perpetrator Programme: Referring professional’s assessment of changes in behaviour (>60% state reduced abusive behaviours)</p>	<p>Yes – target exceeded.</p> <p>100% of referrers state there has been a reduction in abusive behaviour.</p>	<p>TRYangle records – referrer feedback at end of course.</p>
	<p>Perpetrator Programme: Referring professional’s assessment of impact on any children (>60% report positive impact on children)</p>	<p>Yes – target exceeded.</p> <p>For the clients with children 100% of referrers state there has been a positive impact on the children.</p>	<p>TRYangle records – referrer feedback at end of course.</p>
	<p>Perpetrator Programme: Any changes in child protection involvement (>70% have reduced child protection involvement)</p>	<p>Yes – target exceeded.</p> <p>For the clients with children 75% of responding clients state there is reduced child protection involvement. For the remaining 25% where involvement has not reduced this is due to issues</p>	<p>TRYangle records – client-completed questionnaire at end of course.</p>

		other than domestic abuse – i.e. alcohol.	
	Perpetrator Programme: Referrals to MARAC for families engaged in the programme (>80% have no MARAC referrals within a year of completing programme)	N/A No families have been clear of the programme for 1 year yet – this data will begin to be available after Q3 of 2014-15	N/A
	Perpetrator Programme: Police involvement (>80% have no Police involvement within a year of completing programme)	N/A No families have been clear of the programme for 1 year yet – this data will begin to be available after Q3 of 2014-15	N/A
	Support Groups: >70% state reduced experience of abuse after one year	N/A No clients have been clear of the programme for one year yet – this data will begin to be available after Q2 of 2014-15	N/A
	Support Groups: >50% have no further Police involvement after one year	N/A No clients have been clear of the programme for one year yet – this data will begin to be available after Q2 of 2014-15	N/A
	Support Groups: >70% have reduced Child Protection involvement after one year	N/A No clients have been clear of the programme for one year yet – this data will begin to be available after Q2 of 2014-15	N/A
	Support Groups: >80% report increased feelings of safety	Yes – target exceeded. 90.5% of clients stated they felt safer at the end of the course.	Bromley Women’s Aid Records – client-completed questionnaire at end of course.

	<p>Support Groups: >80% report increased knowledge of domestic abuse</p>	<p>Yes – target exceeded. 96.5% of clients stated they had an increased knowledge of domestic abuse at the end of the course.</p>	<p>Bromley Women’s Aid Records – client-completed questionnaire at end of course.</p>
	<p>Support Groups: >80% report increased knowledge of local services</p>	<p>Yes – target exceeded. 82% of clients stated they had an increased knowledge of local services at the end of the course.</p>	<p>Bromley Women’s Aid Records – client-completed questionnaire at end of course.</p>
	<p>Support Groups: >80% report increased self-esteem and confidence</p>	<p>Yes – target exceeded. 98% of clients stated their self-esteem and confidence was increased at the end of the course.</p>	<p>Bromley Women’s Aid Records – client-completed questionnaire at end of course.</p>
	<p>Support Groups: >80% report increased understanding of the effects of domestic abuse on children</p>	<p>Yes – target exceeded. 91% of clients stated they understood better the effects of domestic abuse on children at the end of the course.</p>	<p>Bromley Women’s Aid Records – client-completed questionnaire at end of course.</p>
<p>Are there any risks to be highlighted?</p>	<p>One Stop Shop Potential risk of not meeting year-on-year targets. This has been discussed at project management meetings and an action plan is in place to increase publicity, and to consider other methods of delivering non-appointment multi-agency advice to reach clients who cannot physically access the current session. This could include sessions in other locations, phone advice, or a virtual One Stop Shop.</p> <p>Perpetrator Programme Potential risk of not meeting referral targets. This is due for discussion at MOPAC on the 15th of April 2014. We would highlight that the engagement rates are significantly higher than targeted, with a similar volume of clients engaged as would have been if the targets for referral numbers and engagement rates were being met. This indicates the conversion rate of referrals is broadly the same as targeted, and suggests that the referrals received are more appropriate for the service and staff time is not being wasted chasing up inappropriate referrals.</p> <p>No information can yet be given for annual evaluation (i.e. whether there has been Police involvement or any MARAC referrals in the year after completing the programme) as it is a six month programme; so data cannot begin being</p>		

	<p>collected until Q3 of 2014/15.</p> <p>Support Groups Due to the way this project is delivered it does not suit quarterly reporting and so the cumulative data which will begin to be available after Q2 in year 2. The groups are delivered in school term times to avoid problems with child care, which means that the cohort which starts in each quarter usually doesn't complete until the next, and there are no groups in Q2 – this can make data patchy throughout the year.</p> <p>There are no risks to delivery, however.</p> <p>No information can yet be given for annual evaluation (i.e. whether there has been Police involvement or reduced child protection involvement in the year after completing the programme) as it is a three month programme; so data cannot begin being collected until Q2 of 2014/15.</p>
<p>Summary of project achievements (in addition to the reporting against outcomes)</p>	<p>One Stop Shop Management of this project was transferred from the Local Authority to Bromley Women's Aid in September 2013, with no disruption in service. Bromley Women's Aid have since cemented involvement in the project from the Police and formalised methods of clients accessing advice if professionals are unable to attend (i.e. if a solicitor has to unexpectedly attend court telephone advice is arranged so clients attending the service still receive the information they need).</p> <p>Fifty-two drop in sessions have been delivered with advice available from the Police, a family solicitor, local authority housing options, and either an outreach worker from Bromley Women's Aid or an Independent Domestic Abuse Advocate from Victim Support.</p> <p>Perpetrator Programme This project has built strong relationships with referring agencies, in particular with Children's Social Care who make the majority of the referrals.</p> <p>The project is co-commissioned with the London Borough of Lewisham in order to access a full programme at reduced cost to both areas. Geographically the service is delivered in both boroughs in venues close to the border and easily accessible by public transport; and both referral and engagement rates from both boroughs have been even throughout the first year of delivery.</p> <p>As this is a longer term intervention – with groups lasting 26 weeks – it is difficult to have meaningful evaluation data each quarter and even at the end of a full year as so few clients have completed.</p>

	<p>Support Groups Management of this project was transferred from the Local Authority to Bromley Women’s Aid in August 2013, with no disruption to the service. Bromley Women’s Aid have continued to deliver support groups in Children & Family Centres across the borough and are exploring the practicalities of running evening groups.</p> <p>Bromley Women’s Aid commissioned training for an additional ten facilitators in December 2013 and further training is planned for summer 2014 to ensure that groups can be delivered wherever and whenever demand dictates. The majority of facilitators – who are fully trained and vetted – are professionals from related fields (such as Family Support Workers, Drug & Alcohol Workers, counsellors, or health professionals) or volunteers; and this gives the programme a richness and diversity which is invaluable.</p>	
<p>Any additional issues which were not anticipated at the start or at the mid-year point of the project?</p>	<p>One Stop Shop None.</p> <p>Perpetrator Programme Please see above regarding the number of referrals.</p> <p>Support Groups None.</p>	
<p>Please provide confirmation of achieved matched funding, clearly specifying where matched funding is in kind.</p>	N/A	N/A
<p>If matched funding has reduced from that expected, please specify reasons why.</p>	N/A	

Please confirm if matched funding has changed for future years, from that specified in the final approved bid.	N/A
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End of year monitoring form:

Borough: Bromley

Title of initiative: B6, Safer Bromley Van

If a variance is reported at line 4 please explain the reasons for it?	N/A		
	Proposed outcome	Has outcome been achieved? Include explanation	Evidence for outcome
Please outline the project outcomes	Number of referrals (500 per year)	No. Target 500, achieved 476	Victim Support records.
	Timescale of works (All within 15 days, domestic abuse within 5 days)	Yes. 100% of jobs completed within 15 days of referral, and all domestic abuse jobs completed within 5 days of referral.	Victim Support records.

	Repeat victimisation of Bromley Van clients (<5% re-victimised within a year)	Yes – target exceeded. 0% of clients have been revictimised.	Victim Support records and Police feedback.
	Client satisfaction (>90% satisfaction rate)	Yes – target exceeded. Target for more than 90% of clients to state they are satisfied with the service, achieved 93.5% satisfaction rate.	Victim Support records – client questionnaire.
	Client feelings of safety (>90% report increased feelings of safety)	Yes – target exceeded. Targeted for more than 90% of clients to state that they feel safer after using the project, achieved 92.5% feeling safer.	Victim Support records – client questionnaire.
Are there any risks to be highlighted?	<p>None.</p> <p>There was a change in staffing in Q3 of this year and the handover resulted in a temporary reduction in the promotion of the service – particularly in terms of giving presentations to professionals (in particular Police teams and support services) and this is the likely reason for narrowly missing the target for the number of referrals.</p>		
Summary of project achievements (in addition to the reporting against outcomes)	<p>This project is part of a wider service which is now seeking to expand to include more work with housing associations and operations targeting specific neighbourhoods to make them safer. The Safer Bromley Van is beginning to undertake joint work with the local authority Anti-Social Behaviour Team and Community Safety Team, the Police, and housing associations to identify areas of need and provide intensive work to improve neighbourhood safety – which includes providing home security works to eligible residents vulnerable to being victims of crime, and home security advice to the general population.</p>		
Any additional issues which were not anticipated at the start or at the mid-year point of the project?	<p>None, other than the staffing changeover already discussed.</p>		

Please provide confirmation of achieved matched funding, clearly specifying where matched funding is in kind.	N/A	N/A
If matched funding has reduced from that expected, please specify reasons why.	N/A	
Please confirm if matched funding has changed for future years, from that specified in the final approved bid.	N/A	

End of year monitoring form: 2013/14
Borough: London Borough of Bromley
Title of initiative: Bromley Mentoring Initiative

If a variance is reported at line 4 please explain the reasons for it?	No variance reported		
	Proposed outcome	Has outcome been achieved? Include explanation	Evidence for outcome
Please outline the project outcomes	Provide 100 volunteer mentor relationships per annum	Has the outcome been achieved? Yes	Record of all mentoring relationships for the year is kept. 141 relationships have taken place.
	% of successfully completed mentoring relationships annually	Has the outcome been achieved? Yes	Out of 141 relationships, 3 were not successful – 2%. This was due to the young person not engaging with the process
	% of participants receiving an ABC	Has the outcome been achieved? Yes	Yes, out of 77 mentees, only 1 escalated to an ABC – 1%
	% of participants who report an improvement in Education, Employment or Training	Has the outcome been achieved? Yes	Yes, by undertaking self-assessment questionnaires for all participants, 81% reported an improvement in EET

	<p>% of participants who report an improvement in self esteem</p>	<p>Has the outcome been achieved? Yes</p>	<p>Yes, by undertaking self-assessment questionnaires for all participants, 84% reported an improvement in self esteem</p>
	<p>Reduction in first time entries to the Youth Justice System</p>	<p>Has the outcome been achieved? Yes</p>	<p>Not available at time of preparing the return. When the reduction in first time entries data is available the data will be contextual as it is unlikely that we will be able to show a more than anecdotal and case level association between mentoring and offending rates. Mentoring is provided as part of the Borough's triage preventive service. Those who come to notice will be offered mentoring, as part of a package of interventions, to deter them from further offending and prevent them from going to court.</p>
<p>Are there any risks to be highlighted?</p>	<p>No Risks</p>		
<p>Summary of project achievements (in addition to the reporting against outcomes)</p>	<p>We have achieved 141 mentor/mentee matches this year. Anecdotal evidence has reported that mentees are enjoying their meetings with mentors, and are responding to the additional support by becoming more motivated . A number of outstanding mentoring relationships have taken place this year. A mentor has helped a young looked after person's application for new business funding from The Princes Trust. She helped him to put together and write up his business plan and complete the application form and has resulted in him achieving an interview. She will continue to support him during the process. The primary PRU have reported that all the young people who have a mentor have shown improvement in their behaviour and engagement. One mentor who had been matched with a young person at Bromley YOS had only met his mentee 3 times before the young person was detained in custody. As the match was so successful the young person has requested that his mentor continued to meet him at his place of detention. This will continue on his release to encourage him to stay on the right path. A team of mentors have provided support for a programme of workshops organised by Bromley YOT, including a prison visit and have also accompanied young offenders whilst carrying out their reparation activities. Young people have been introduced to mentors following Triage and meetings have been taking place in their education establishments to help them make the right choices.</p> <p>Some comments received from young people during evaluation are below:</p> <p>She's changed my heart</p>		

	<p>I'm not being so rude anymore to my teacher He has helped me make a huge improvement in my behaviour She helped me with ways to deal with my sister He helps me with ways to calm down He makes me happier He's helped me stay out of trouble She keeps me happy by doing things I enjoy</p>	
<p>Any additional issues which were not anticipated at the start or at the mid-year point of the project?</p>	<p>No additional issues</p>	
<p>Please provide confirmation of achieved matched funding, clearly specifying where matched funding is in kind.</p>	<p>2013/14 matched funding outlined in original bid:</p> <p>Organisation:LBB Amount of funding:£29,000 Description: comprising of staff salary and running costs (including Council recharges) for the project (but excludes strategic management overhead). This sourced from Education Business Partnership, Behaviour Service and Children's Social Care budgets.</p>	<p>2013/14 actual matched funding received:</p> <p>Organisation: LBB Amount of funding:£26,800 Description: comprising of staff salary and running costs (including Council recharges) for the project (but excludes strategic management overhead). This sourced from Education Business Partnership, Behaviour Service and Children's Social Care budgets.</p> <p>Additionally, there is the in-kind contribution of time spent by mentors delivering to the 141 mentoring relationships.</p>
<p>If matched funding has reduced from that expected, please specify reasons why.</p>	<p>The original match figure was an estimate of the actual operational costs. The costs stated here are the actual costs.</p> <p>In the original application the in-kind match funding represented by the time of volunteers engaged in the 141 mentoring relationships was not factored in. This would significantly increase the total match (cash and in-kind) funding for the project.</p>	
<p>Please confirm if matched funding has changed for future years, from that specified in the final approved bid.</p>	<p>The actual operational costs will increase as an inflationary uplift of 2.5% will be applied to the budget for 2014/15 and based on the actual costs incurred for 2014/15 are likely to be £27,470.</p>	

End of year monitoring form:

Borough: Bromley

Title of initiative: B12 ASB targeted initiatives

<p>If a variance is reported at line 4 please explain the reasons for it?</p>	<p>N/A</p>		
	<p>Proposed outcome</p>	<p>Has outcome been achieved? Include explanation</p>	<p>Evidence of outcome</p>
<p>Please outline the project outcomes Noise Nuisance</p>	<p>10% reduction in complaints/instances of ASB in terms of neighbourhood noise (12/13 baseline 3757)</p>	<p>Yes – target exceeded 13/14 target was 3381. In total 3083 complaints were received, an 18% decrease.</p>	<p>Bromley Council Complaints Data</p>
	<p>20% Increase in formal action to abate noise nuisance (i.e. notices served) (12/13 baseline 38)</p>	<p>Yes – target exceeded 13/14 target was 38. In total 53 notices have been served, a 39% increase.</p>	<p>Bromley Council Complaints Data (see breakdown below)</p>
	<p>2% reduction in the number of Bromley residents worried about noisy neighbours or loud parties (no baseline given for 12/13)</p>	<p>Has the outcome been achieved? Not known</p>	<p>This data is no longer collected by police</p>
<p>Operation Crystal</p>	<p>10% reduction in reporting of ASB in the target area for 4 months after the Operation, compared with the</p>	<p>Overall the project has seen a 17% reduction in reporting of ASB to Bromley Council. However individually reporting has varied significantly.</p>	<p>LBB ASB data</p>

	previous year.	<table border="1"> <thead> <tr> <th></th> <th>ASB incidents reported during 4 month period</th> <th>Baseline</th> <th>% difference</th> </tr> </thead> <tbody> <tr> <td>Location A</td> <td>22</td> <td>11</td> <td>100%</td> </tr> <tr> <td>Location B</td> <td>6</td> <td>9</td> <td>-33%</td> </tr> <tr> <td>Location C</td> <td>1</td> <td>15</td> <td>-93%</td> </tr> </tbody> </table>				ASB incidents reported during 4 month period	Baseline	% difference	Location A	22	11	100%	Location B	6	9	-33%	Location C	1	15	-93%	
		ASB incidents reported during 4 month period	Baseline	% difference																	
	Location A	22	11	100%																	
	Location B	6	9	-33%																	
Location C	1	15	-93%																		
15% increase in local residents reporting 'no issues of concern' in local area	<p>Yes – target exceeded</p> <p>The before and after satisfaction surveys each met the target of a 15% increase. Overall improvement of 35% has been achieved in local resident satisfaction.</p>			Local Neighbourhood Policing Team survey																	
Documented exit strategy agreement implemented (involving local voluntary organisations, supported to undertake environmental improvements in the area)	<p>Locations are due to be re-visited over the period of the four year project. Exit strategies have been devised involving partners and local community members and will be implemented once the final operation has taken place in each locality. Local residents currently help out at each operation.</p>			ASB Coordinator plans																	
Are there any risks to be highlighted?	<p>The target of a 10% decrease in reporting of ASB to the local authority will be discussed with our MOPAC liaison officer in April 2014.</p>																				

<p>Summary of project achievements</p> <p>Neighbourhood Noise</p>	<ul style="list-style-type: none"> ▪ The project has enabled LB Bromley to respond to and investigate complaints from residents and businesses about anti-social behaviour in terms of neighbourhood noise, outside normal office hours. ▪ The project has made provision for remedial action using both informal and formal powers of enforcement and using all available noise abatement legislation. ▪ The service now provides a rapid response service to noise complaints, within a two hour response target enabling the witnessing and resolution of a nuisance while it is ongoing. ▪ The service allows residents to receive a ‘real time’ service in the evening, saving them from taking time off work in order for officers to install recording equipment or carry out noise monitoring visits, etc. ▪ Continue to reduce the number of noise complaints reported to the Division as current trends indicate in the attached.
<p>Operation Crystal</p>	<ul style="list-style-type: none"> ▪ Local residents have commented positively on the presence of various agencies and the work being carried out in their communities. ▪ Residents have identified their role in supporting the local authority, and are sharing the goal to improve their local area. ▪ Local residents have taken ownership by reporting issues within their area, which has impacted on our outcomes. This demonstrates how residents are keen to keep their local area in the new improved condition. ▪ The tonnage of rubbish removed from the operation areas has exceeded expectations, with level of staffing increased for future ops, to ensure all identified waste is removed. ▪ Bromley Council’s Environment Department fully supports Operation Crystal and acknowledges the value of these operations. Funds have been identified to support long term improvements to the locations. Examples include, enhance street lighting, alley gating, designing out areas that attract fly tipping, introduction of CCTV and targeted dog patrols. It is intended that this will deter further environmental crime and bring about a long term improvement to the area. ▪ Numbers of residents helping out at the Operation Crystal event is steadily increasing.

<p>Any additional issues which were not anticipated at the start or at the mid-year point of the project?</p>	<p>(Op Crystal) There have been some issues identified with the reporting levels to the local authority. We are in discussion with our MOPAC liaison officer regarding this. Since the inception of this project there has been a channel shift in reporting mechanism of envirocrime. This has not yet been scrutinised to establish level of reporting taking place through alternative route. The impact of the alternative reporting mechanisms will be explored before meeting with MOPAC in April.</p>	
<p>Please provide confirmation of achieved matched funding, clearly specifying where matched funding is in kind.</p>	<p>2013/14 matched funding outlined in original bid: Organisation: Amount of funding: Description: i.e. specify if in kind No matched funding.</p>	<p>2013/14 actual matched funding received: Organisation: Amount of funding: Description: i.e. specify if in kind N/A</p>
<p>If matched funding has reduced from that expected, please specify reasons why.</p>	<p>N/A</p>	
<p>Please confirm if matched funding has changed for future years, from that specified in the final approved bid.</p>	<p>N/A</p>	

Notices Served to Abate Noise

Legislation	Description	NOTICES 01/04/13- 31/03/14
Environmental Protection Act 1990 S.80	Noise from amplified music (domestic premises) EP90 QS	18
Environmental Protection Act 1990 S.80	Noise from amplified music (commercial premises) EP90 RS	3
Environmental Protection Act 1990 S.80	Noise from intruder/vehicle alarms EP90LS EP90 VS	10
Environmental Protection Act 1990 S.80	Other noise EP90JS	13
Environmental Protection Act 1990 S.80	Other noise nuisance EP90 KS	1
Environmental Protection Act 1990 S.80	Noise nuisance from dog barking EP90 MS	5
Control of Pollution Act 1974 Sec.60	Pollution from construction sites noise COPA 60	3
TOTAL		53