

PUBLIC PROTECTION AND SAFETY  
PORTFOLIO PLAN 2013/2014

## Foreword

I am proud of the fact that we live in a safe borough and 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.

In the past year levels of total 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 been able to deliver in making the borough a safer place both as the primary delivery agent and 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 for 2013/14 is to continue to reduce crime and anti-social behaviour and increase community engagement in making the borough 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. As a cross-cutting Portfolio, all Departments and other Portfolios within the Council have a part to play in reducing crime and disorder and maintaining the borough's position as a safe and pleasant place to live. By ensuring that all our plans are delivered against the following priorities, we are confident that, working together, we can deliver a safer borough.

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.

### Priorities for 2013/14:

- Support businesses in Bromley to trade successfully within the law using multi-agency visits and by supporting schemes such as Best Bar None.
- Provide advice, guidance and support to vulnerable members of the community, who are victims or potential victims of domestic abuse, scams and doorstep crime.
- Encourage young people to achieve their potential by rejecting crime and anti-social behaviour, through positive activities such as Youth Diversion and mentoring.
- Provide clear advice, guidance and communication that supports crime prevention and reinforces confidence in the borough as a safe place to live, work and enjoy recreation.
- Explore the potential for sold services, commissioning and working with other boroughs.
- Continue to work with and support the Safer Bromley Partnership, and contribute to the Public Health agenda.

As a Portfolio, 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 build on the excellent work of our residents and communities in tackling crime and disorder.

Councillor Tim Stevens JP  
Portfolio Holder for Public Protection and Safety

Public Protection and Safety Portfolio Plan 2013-14				
Service Area	Public Health Nuisance and Anti-Social Behaviour			
Service Lead	Jackie Goad (currently on secondment)	e-mail jackie.goad@bromley.gov.uk		
Service Outline				
<p>The Public Health Nuisance team investigates all statutory nuisances, such as noise arising from domestic and commercial premises, accumulations of rubbish on private land, smoke and ash nuisance from domestic and commercial bonfires, obtrusive lighting, filthy and verminous premises, and incidences of fly-tipping on private land.</p> <p>The Anti-Social Behaviour team plays a key role in ensuring the Borough is a safer place, by working with the Safer Bromley Partnership to reduce crime and disorder.</p>				
2013-14 Priorities:				
<p><b>Priority 1: Action Against Noise Nuisance from Licensed Premises</b> Work with designated premises supervisors (DPS) of licensed premises to ensure that noise levels arising from regulated entertainment on the premises are controlled to ensure compliance with the premises' licences.</p> <p><b>Priority 2: Action Against Fly-tipping</b> Investigate, disrupt and take formal action against those persons involved in the illegal disposal of controlled waste while offering advice and assistance to landowners targeted by fly-tipping to prevent further incidents.</p> <p><b>Priority 3: Action Against Anti-Social Behaviour</b> Work to deliver reductions in crimes against the person, against property, and in levels of anti-social behaviour and disturbance, in accordance with new legislation. Review the service and ensure it meets the requirements of new legislation for Anti-Social Behaviour.</p>				
Measuring Success:				
	Target	2013/14 Target	2013/14 Actual	Comment
1.1	Set and seal noise limitation devices in licensed premises	2	20 – 100%	100% of noise limiters in licensed premises were checked and reset as necessary and advice was given on new licensing legislation.
1.2	Ensure satisfactory resolution of fly-tipping complaints	100%	100%	100% of fly-tipping reports were investigated, as far

				as evidence allowed. Prosecutions, FPNs or warnings were given in each case where a perpetrator could be identified.
1.3	Percentage of applications for ASBOs made to court resulting in ASBO imposed (subject to legislative change)	100%	100% - only 3 applications were made due to a change in legislation.	MOPAC-funded enforcement activities have been concluded and are set to continue in four-monthly cycles. The first annual return has been submitted and initial feedback from MOPAC is positive.
1.4	Review ASB team function in line with new legislation	Complete review	Not completed	New legislation has not yet received Royal Assent so no advice has been prepared.

Public Protection and Safety Portfolio Plan 2013-14				
Service Area	Trading Standards			
Service Lead	Rob Vale	e-mail rob.vale@bromley.gov.uk		
Service Outline				
<p>The main aim of the Trading Standards service is to protect the public, in particular vulnerable consumers, and ensure there is a fair, safe and genuine trading environment in Bromley.</p>				
2013-14 Priorities:				
<p><b>Priority 1: Action Against Rogue Traders</b> Carry out a range of preventative and enforcement activity against traders who cause the most harm to Bromley's residents and businesses, particularly those traders who target vulnerable consumers.</p> <p><b>Priority 2: Promote Health and Consumer Well-Being</b> Tackle the sale of age-restricted products, particularly alcohol and tobacco; protect vulnerable consumers from scams and bogus callers; ensure goods in the marketplace are safe and genuine.</p> <p><b>Priority 3: Respond to Requests for Trading Standards Services</b> On a priority basis, conduct criminal investigations and civil sanctions through advice and intelligence-led enforcement, to prevent consumer detriment.</p> <p><b>Priority 4: Support Local Business</b> Provide advice and education, and improve compliance by tackling problem traders, particularly those who operate in the informal economy.</p>				
Measuring Success:				
	Target	2013/14 Target	2013-14 Actual	Comment
2.1	Referrals of doorstep crime incidents from banks and adult safeguarding partners	25	26	We carried out 193 partnership visits and training sessions, which included 26 sessions to banks, 30 to adult safeguarding partners, and 2 to new police recruits.
2.2	Number of rapid response interventions resulting in a real saving to consumers	80	68	We received 224 calls to our Rapid

				Response number, resulting in immediate responses to 68 consumers, which saved vulnerable consumers over £236,000.
2.3	Number of test purchase operations to detect the sale of age-restricted products	60	121	121 under-age test purchases were carried out, resulting in 23 sales, including 7 sales of fireworks, 5 sales of tobacco, and 11 sales of alcohol – prosecutions and licence reviews are pending.
2.4	Number of judicial disposals in relation to traders causing consumer detriment	55	69	We conducted 321 enforcement visits to businesses in the borough as part of our investigations into consumer detriment, and we took 69 judicial (excluding prosecutions) actions against traders seeking corrective action of unfair trading activities.
2.5	Number of businesses to receive education regarding underage sales	200	107	We carried out 107 audit visits across the borough, focussing on hot spot areas.

Public Protection and Safety Portfolio Plan 2013-14				
Service Area	Food, Safety and Licensing			
Service Lead	Paul Lehane	e-mail paul.lehane@bromley.gov.uk		
Service Outline				
<p>The main aim of the Food, Safety and Licensing team is to support Bromley businesses to provide safe food, safe and healthy workplaces, and to operate with the appropriate licences and permissions.</p>				
2013-14 Priorities:				
<p><b>Priority 1: Carry Out Food, and Health and Safety Functions</b></p> <ul style="list-style-type: none"> <li>○ Undertake planned risk-based inspections</li> <li>○ Provide an appropriate response to complaints, work-related accidents and cases/outbreaks of infectious disease.</li> <li>○ Provide support to the Council and its managers to ensure staff are safe and healthy at work</li> </ul> <p><b>Priority 2: Carry Out Licensing Functions</b></p> <ul style="list-style-type: none"> <li>○ Administer the statutory licensing schemes delegated to the Public Protection Division to provide a high quality, effective, timely and cost-effective service.</li> <li>○ Enforce licensing conditions and investigate complaints relating to unlicensed activity.</li> </ul>				
Measuring Success:				
	Target	2013/14 Target	2013/14 Actual	Comment
3.1	Run the Best Bar None scheme in-house for up to 30 businesses	30	20	Best Bar None awards were made to 20 businesses.
3.2	Undertake a review of the Corporate Safety Service following its transfer to Public Protection	Completion of review	Completed	A review of the Corporate Safety Service was submitted to EDECS. 44 Fire Safety Risk assessments were undertaken
3.3	Support or enforce food businesses with Zero FHRS (as rated at 1 April 2013) to improve their ratings (number of visits, letters/notices and prosecutions)	6	7	A total of 892 food inspections were carried out last year, with

				679 complaints received and investigated. 30 food safety improvement notices were served this year, exceeding the 22 served last year.
3.4	Deliver a minimum of four multi-agency operations, to ensure the legal and appropriate management of licensed premises within the borough	4	4	Four were undertaken: the first resulted in a drugs raid and a review of the licence at the Black Horse in Biggin Hill; in the second, 8 premises were tested on the 'Challenge 25' policy and 4 failed. 2 unlicensed premises were discovered, and notices of suspension were issued in relation to unpaid fees. Police support for the third operation was ineffective. For the fourth operation, officers undertook a range of intelligence-led visits, including premises whose licences had been suspended for non-payment of the annual fee,



				<p>absent DPS, and breaches of conditions. Informal actions have resulted in resolution.</p>
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Public Protection and Safety Portfolio Plan 2013-14				
Service Area	Environmental Protection; Partnership and Cross-Portfolio Issues			
Service Lead	Jim McGowan	e-mail jim.mcgowan@bromley.gov.uk		
Service Outline				
<p>The Environmental Protection service ensures that environmental and quality standards are maintained relating to air quality, water quality, drainage, land contamination, stray/abandoned dogs and pest control. The service also manages Bromley's CCTV service and Bromley's element of the Coroner's service.</p> <p>The Partnership team provides support for the Safer Bromley Partnership Board. The priorities and focus for the Partnership's action extend across a wide remit, including keeping young people safe, safeguarding vulnerable adults, and providing excellent services to reduce the harm caused by substance misuse. The Portfolio Holder is the Chairman of the Board, and ensures delivery and accountability of the Board's key targets.</p>				
2013-14 Priorities:				
<p><b>Priority 1: Support the Coroner and Mortuary Services</b> Retender the contract to achieve best value for money, and investigate the tendering of the pathology and histology services in order to achieve a 20% saving on that budget.</p> <p><b>Priority 2: Improve Scientific Services</b> Consolidate and expand the service for the investigation and reporting on asbestos in Borough properties, and develop the related income generation services in the private sector.</p> <p><b>Priority 3: Solve Drainage and Pest Control Issues</b> Retender the service for pest control. Carry out all investigations and enforcement in relation to pest control and drainage problems on private land.</p> <p><b>Priority 4: Provide the Stray and Abandoned Dogs Service</b> Retender the Stray and Abandoned Dogs Collection and Kennelling Services.</p> <p><b>Priority 5: Provide Support for the Safer Bromley Partnership Board</b> The Council has a key role in leading on the Safer Bromley Partnership's work to ensure delivery of common priorities. Each partner agency needs to set challenges to further build on reductions in crime levels and in dealing with domestic abuse, mentoring and youth diversion.</p>				
Measuring Success:				
	Target	2013/14 Target	2013/14 Actual	Comment
4.1	Retender the contract for the Bromley mortuary services	Oct 2013	Not completed – see comments	The contract for pathology and histology has been given to one laboratory, reducing costs by 20%. The existing mortuary contract was extended to end March 2014,

				and has been aligned with Bexley's contract, to allow for a joint procurement. It is being reviewed by the PRUH and King's.
4.2	Retender the service for pest control	Nov 13	Quarter 3	All investigations and enforcement in relation to pest control on private land have been reduced to the statutory minimum as a result of losing an officer post. The contractor is providing additional advice services.
4.3	Retender the service for stray and abandoned dogs	Jan 2014	Not completed – see comments	The proposed joint venture with Southwark has been cancelled, and the contract is now subject to OJEU requirements. The existing contract has been extended to November 2014 to allow for retendering.

Public Protection and Safety Portfolio Plan 2013-14				
Service Area	Young People			
Service Lead	Paul King	e-mail paul.king@bromley.gov.uk		
Service Outline				
<p>I am pleased to advise that the responsibility for the leadership of the Council's services to Young People has recently been delegated to my Portfolio from Education, Care and Health Services.</p> <p>The service teams include the Bromley Youth Support Programme, Education Business Partnership and the Youth Offending Team. The Bromley Youth Music Trust, the Duke of Edinburgh Awards, Youth Council, Summer Activities Programme, Mentoring Initiative and the Borough's Youth Centres are examples of services that fall within the area of the Council's services to Young People.</p> <p>The priorities define measures for the performance of those services for young people that are currently directly funded by the Portfolio (including MOPAC Grant funding).</p>				
2013-14 Priorities:				
<p><b>Priority 1: Support young people to remain in Education, Employment and Training</b> Support the mentoring service to leverage a reduction in the number of young people across the borough in the NEET group with a specific focus on YOT clients.</p> <p><b>Priority 2: Promote and provide activities for young people to do outside school</b> Ensure programme has borough-wide reach and is attractive to children and young people.</p> <p><b>Priority 3: Deter young people from anti-social and offending behaviour</b> Monitor the summer diversion programme's impact on levels of offending during programme delivery. Ensure that the programme is targeted at young people known to the Borough's ASB Unit and the YOT.</p> <p><b>Priority 4: Support young people if they do offend and enter the youth justice system</b> Support the mentoring service to assist the YOT service to address the offending behaviour of young people who are known to the YOT.</p>				
Measuring Success:				
	Target	2013/14 Target	2013/14 Actual	Comment
5.1	Ensure that 100% of young people are referred to the mentoring service (where this is appropriate to their needs).	100%	100%	The BMI is actively promoted to staff in ASB, YOS and the Behaviour Service Teams. The BMI had a dramatic increase in referrals, resulting in a waiting list.
5.2	Increase in attendance of the summer youth diversion programme	20% increase	75% increase	11,293 young people attended the programme.

				Over 36 days, this averaged as 314 per day. 5,000 parents also attended, and the programme was extended to include Health and Housing.
5.3	Increase the number of mentoring relationships forged.	100	142	Total number of relationships.