

Public Protection Portfolio Plan 2014/15

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 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 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. 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 we deliver our priorities, as outlined in the pages following, we are confident that, working together, we can deliver a safer borough.

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 to 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

Outcome 1	Safe Bromley; Children and Young People; Vibrant and Thriving Town Centres
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
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In 2014/15, we will:		Head of Service	RAG status (and comments)
1.1	Take action against anti-social behaviour , by delivering reductions in crimes against the person, against property, and in levels of anti-social behaviour and disturbance (1A).	Rob Vale	1 ASB notice and 20 ABCs have been served, and 17 warning letters sent, mostly as a result of targeted action against youth disorder reported in the Chislehurst area. ASB in the Mottingham area continues to be monitored, and the ASB team is working with police and RSLs to seek evictions for tenants causing distress to the community.
1.2	Increase attendance in the summer youth diversion programme , which deters young people from anti-social and offending behaviour (1B).	Paul King	11,300 young people attended over 28 days, with over 300 attending on average per day.
1.3	Support young people to remain in education, employment and training, through our mentoring service (1C).	Paul King	37 new mentors have been recruited to the scheme, and 63 clients are receiving support. 106 new mentoring relationships have been developed since the start of the year.

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1.4	Maintain the conviction rate for domestic abuse in cases managed by advocates for people who have suffered from domestic abuse (1D).	Rob Vale	The conviction rate in Quarter 1 was 63%, and in Quarter 2 it was 81%.
1.5	Work proactively with offenders and potential offenders to reduce noise nuisance (1E).	Jim McGowan	40 noise-limiting devices have been set and sealed, and a further 4 will be completed in Q4.
1.6	Provide the CCTV monitoring service for town centres and other key areas.	Jim McGowan	We are continuing to provide the CCTV monitoring for town centres and other key areas.
1.7	Provide support for the Safer Bromley Partnership Board .	Rob Vale	Legislative changes set for October 2014 introduce an additional area of coordination for the team with regards anti-social behaviour and the 'Community Trigger', a mechanism for residents to complain about unresolved ASB issues.

Outcome 2	Safe Bromley; Supporting Independence; Vibrant and Thriving Town Centres
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.
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In 2014/15, 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	7 referrals were received from banks, including Lloyds, Santander, Natwest and Barclays; 5 enquiries were received from banks, with 2 requesting participation in scam awareness events. There were 7 referrals from adult safeguarding partners and 15 from police, with a further 25 from neighbours, friends, family and other partners.
2.2	Take action to protect victims of scams and bogus callers (2B).	Rob Vale	90 calls were made to the rapid response number, with 22 requiring an urgent response. Total savings of £72,000 were achieved, and additionally a £400,000 house, which the victim had been persuaded to leave the offender in their will.
2.3	Tackle the sale of age-restricted products , particularly alcohol and tobacco, through test purchase operations (2C).	Rob Vale	One Operation Condor operation was carried out with the Police, which included 11 test purchase attempts

			that resulted in no sales. A further 7 test purchase operations were carried out in Quarter 2, resulting in 95 test purchase attempts of alcohol, tobacco and electronic tobacco products. There were 3 illegal sales of tobacco or alcohol, and 30 sales that contradicted the CH25 scheme. We received 10 intelligence reports alleging sales of alcohol or tobacco to children.
2.4	Prevent consumer detriment through criminal investigations and civil sanctions (2D).	Rob Vale	We received 2,166 complaints and enquiries from consumers and businesses. Formal warnings were issued to 7 businesses for minor breaches of consumer protection legislation. Formal enforcement actions were taken against 20 businesses. Four prosecutions were heard, dealing with underage sales, leading to £3,900 fines and £3,235 costs. A further prosecution was heard for counterfeit products, resulting in £1,600 fine and costs, and another prosecution for the sale of fireworks to minors resulted in fines and costs of £2,600.
2.5	Support local businesses by providing advice and education, and improving	Rob Vale	73 audit and enforcement visits were carried out to

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	compliance by tackling problem traders (2E).		traders selling age-restricted products. Accredited training was provided to 8 businesses who have previously been found selling alcohol or tobacco to underage volunteers.
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Outcome 3	Healthy Bromley; Vibrant, Thriving Town Centres
Issues	Food and health safety
	Licensing

Aim	The Food, Health and Safety and Licensing team supports businesses to provide safe food, and safe and healthy workplaces		
In 2014/15, we will:		Head of Service	RAG status (and comments)
3.1	Support food businesses with Zero FHRS to improve their ratings, through visits, notifications, and, where necessary, prosecutions. (3A)	Paul Lehane	One premises remains at Zero FHRS.
3.2	Undertake Food, and Health and Safety inspections , as required by the Food Standards Agency, the Health and Safety Executive, DEFRA and the Home Office. (3B, 3C, 3D)	Paul Lehane	6 Health and Safety at Work inspections were carried out; 541 food inspections were completed.
3.3	Administer the statutory licensing scheme to provide a quality service.	Paul Lehane	35.65% of the annual income has been received.
3.4	Deliver a minimum of four multi-agency operations (Operation Condor) to ensure licensing compliance, and take action against unlicensed activity. (3E)	Paul Lehane	One multi-agency operation was undertaken in July.
3.5	Promote the Purple Flag scheme in town centres, which improves the night-time economy through careful enforcement and management of licensing arrangements. (3F)	Paul Lehane	No approaches have been made to businesses. A Town Centre Manager bid for Portfolio Holder funding has been agreed; this will be progressed in Quarter 3.
3.6	Provide support to the Council and its managers to ensure staff are safe and healthy at work . (3G)	Paul Lehane	67 assessments have been completed and 28 are outstanding – they are at low-risk premises that are occasionally used,

		<p>and arranging access for the contractor is providing difficult. The team has worked with Direct Care Services and Affinity Sutton to secure compliance with the Fire Brigade enforcement notice. The team has provided support and advice to managers on fire safety for extra-care housing, and general fire safety training has been undertaken for housing staff. A list of priority 1 and 2 works has been compiled and shared with Property Services. Monitoring visits to premises will commence in Quarter 3.</p>
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Outcome 4	Healthy Bromley; Vibrant, Thriving Town Centres
Issues	Environmental damage
	Complex industrial noise pollution

Aim	The Environmental Protection team manages air quality, drainage issues, land contamination, and pest control, as well as heading up the Council's emergency planning.		
In 2014/15, we will:		Head of Service	RAG status (and comments)
4.1	Appoint a new coroner and deputy coroner for Coroner and Mortuary Services ; develop and introduce a new mortuary contract with the London Borough of Bexley.	Jim McGowan	Doctor Selena Lynch has been appointed Coroner for the London South District, and Doctor Roy Palmer has been appointed as temporary Deputy Coroner. The new mortuary contract with the London Borough of Bexley has been developed and completed. It is with Kings College Hospital Trust procurement section for signature.
4.2	Consolidate and expand the service for the investigation and reporting on asbestos in properties, developing the related income generation services in the private sector. (4A)	Jim McGowan	Reinspections and reports have been carried out for the Property Division in accordance with the agreed SLA. The proposal to extend this service and generate income has been temporarily suspended due to the redundancy of the officer responsible. It will be revisited in Quarter 3.
4.3	Retender the stray and abandoned dogs collection and kennelling service.	Jim McGowan	Specifications for kennelling and stray dog collection

			services, ITT and PQQ have been drawn up and are with Procurement for agreement. The service has been logged on the Due North system and has not yet been activated.
4.4	Retender the pest control contract.	Jim McGowan	The specification has been drawn up and agreed by Procurement. The PQQs have been returned and are being assessed during the first week of November. It has been logged on the Due North system for contractor quoting and is on target for completion by 31 December 2014.
4.5	Develop an automated, computerised system for contaminated land reporting. (4B)	Jim McGowan	Software been installed. Procedures and systems are operating. The marketing of new services has been suspended pending staff changes and it is now programmed to begin in April 2015, dependent upon resources. Without marketing, 17 income-generating reports have been produced for clients, against the annual target of 10.

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Appendix 1: Performance Indicators

Performance Indicators		12/13 Actual	13/14 Target	13/14 Actual	14/15 Target
1A	Number of ABCs, intervention letters and ASBO notices	N/A	N/A	N/A	NEW - TBC
1B	Percentage increase in attendance of summer youth diversion programme	Baseline (6,453)	20% increase	75% (11,293)	70% (11,000)
1C	Number of mentoring relationships forged	N/A	100	142	120
1D	Conviction rate for domestic abuse in cases managed by advocates	65.7%	66%	66.3%	68%
1E	Number of noise limitation devices set and sealed in licensed premises	12	12	20	20
2A	Number of referrals of doorstep crime incidents from banks and adult safeguarding partners.	20	25	26	30
2B	Number of rapid response interventions resulting in a real saving to consumers.	96	80	68	80
2C	Number of test purchase operations to detect the sale of age-restricted products.	155	60	121	80
2D	Number of judicial disposals in relation to traders causing consumer detriment.	N/A	55	69	60
2E	Number of businesses to receive education regarding under-age sales.	N/A	200	107	150
3A	Number of businesses rated Zero that have improved.	N/A	7	7	3
3B	Number of food safety inspections undertaken.	N/A	998	892	818
3C	Number of high-risk HSW inspections undertaken.	NEW	40	45	31
3D	Number of statutory reports and complaints received and investigated (Food, HSW, Statutory Accident reports and other).	NEW	NEW	NEW	TBC
3E	Number of multi-agency operations carried out.	4	4	4	4
3F	Number of licensed businesses in Beckenham town centre meeting BBN accreditation standard (supporting the Purple Flag scheme).	NEW	NEW	NEW	5
3G	Number of fire safety high-risk assessments followed up.	NEW	NEW	NEW	100%
4A	Number of properties using the asbestos survey service.	NEW	NEW	NEW	176
4B	Number of reports produced on contaminated land.	NEW	NEW	NEW	10