

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

Aim	The Community Safety team proactively works to prevent crime and reinforce confidence in the borough as a safe place		
In 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 32 ABCs have been served, 19 warning letters sent and 1 CBO notice issued, mostly as a result of targeted action against youth disorder reported by residents in two key areas of the borough. 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. This was the final Summer Programme, and the most successful to date. Funding reductions mean there will be no Summer Programme in 2015.
1.3	Support young people to remain in education, employment and training, through our mentoring service (1C).	Paul King	The project has achieved 154 mentoring relationships this financial year. 99% of mentoring relationships were successfully completed. 74% of participants reported an improvement in education, employment or training, and 79% reported an improvement in self esteem. There was a 19% reduction in first-time entries to the Youth Justice System (baseline: 2013/14 figures). Approximately 190 young people have benefitted from the support of a mentor at

			positive activity workshops, at Bromley Youth Offending Service.
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 was 70.1%: this is 5% higher than average for all Bromley cases.
1.5	Work proactively with offenders and potential offenders to reduce noise nuisance (1E).	Jim McGowan	20 noise-limiting devices were identified, set and sealed: the target was therefore met.
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	The 'Community Trigger' – an additional means of reporting anti-social behaviour – was successfully implemented. Officers have worked with the Police to tackle businesses whose activities have had a detrimental impact on the local community. The returns for the Mayor's Office for Policing and Crime (MOPAC) grant were produced, and met all targets.

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

Aim	The Trading Standards team protects consumers, and in particular the vulnerable, to ensure there is a fair, safe and genuine trading environment.		
In 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	In total, we received 26 referrals of doorstep crime and scams from banks, and 19 referrals from adult safeguarding partners, as well as 79 calls from Police, and friends and family. This is an increase on previous years.
2.2	Take action to protect victims of scams and bogus callers (2B).	Rob Vale	Total savings to consumers as a direct result of interventions and disruption was £185,000. Over 200 calls were made to the rapid response phone, with 42 requiring an immediate response, which is, again, an increase on previous years.
2.3	Tackle the sale of age-restricted products , particularly alcohol and tobacco, through test purchase operations (2C).	Rob Vale	212 test purchases were carried out, covering alcohol, tobacco, electronic tobacco and fireworks to under 18s (156), as well as the CH25 scheme (56). 20 intelligence reports concerning under-age sales were received. This year has seen an increase in the overall compliance rates for test purchasing, with 90% of businesses targeted refusing to sell.
2.4	Prevent consumer detriment through criminal investigations and civil sanctions (2D).	Rob Vale	We received 3,396 complaints and enquiries. We issued formal warnings or cautions to 58 businesses, and instigated proceedings against 11 traders for a range of offences. An entry warrant was executed against a local business selling New Psychoactive Substances, and

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			resulted in the seizure of £4,000 of suspected dangerous substances.
2.5	Support local businesses by providing advice and education, and improving compliance by tackling problem traders (2E).	Rob Vale	We provided accredited Fair Trader training to 16 businesses, and 114 businesses received education regarding underage sales.

Outcome 3	We will support businesses
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	Target met. All zero score premises as at April 2014 now improved.
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)	Paul Lehane	20% of the annual target for Health and Safety inspections was met; 83% of the annual target for Food Safety inspections were met – so neither target was fully met.
3.3	Administer the statutory licensing scheme to provide a quality service. (3D)	Paul Lehane	111% of the annual target income was 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	5 multi-agency operations were undertaken in total, exceeding the annual target.
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	In response to recent crime and disorder, Operation Triangle was implemented in Beckenham, with support from the Police, Town Centre Management, and local businesses. Baseline assessments for the Purple Flag award were undertaken.

<p>3.6</p>	<p>Provide support to the Council and its managers to ensure staff are safe and healthy at work. (3G)</p>	<p>Paul Lehane</p>	<p>85 fire safety risk assessments (FSRA) were undertaken. Work has been undertaken with Direct Care Services and Affinity Sutton to secure compliance with Fire Brigade enforcement notices, and support and advice has been provided to managers on fire safety for extra-care housing. All libraries (bar 2) have been visited to follow up on the FSA, with training provided to Orpington library. A meeting was held with the London Fire Brigade regarding fire safety in supported-living accommodation. Three incidents in schools were investigated. Three training courses have been provided. Policies have been updated.</p>
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Outcome 4	We will protect the environment
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	New Coroner and four Deputies appointed: Coroner has been given limited funds to pay for the Deputies on an ad hoc basis, as a cost saving initiative. The new mortuary contract with the London Borough of Bexley has been developed and is with the Kings Trust 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	All reinspections and reports have been carried out for the Property Division in accordance with the agreed SLA for the year.
4.3	Retender the stray and abandoned dogs collection and kennelling service.	Jim McGowan	Reports were sent to the PP&S PDS in March, proposing an extension of the existing contracts, to ensure that all contracts are co-terminus, in line with the direction of the Executive, given in their October meeting.
4.4	Retender the pest control contract.	Jim McGowan	Consideration is now being given to making the Pest Control contract co-terminus with the other Public Protection contracts.
4.5	Develop an automated, computerised system for contaminated land reporting. (4B)	Jim McGowan	The service was operational from April 2014, so this is the first full year under the new system. There were 31 new reports in the course of the year, raising an income of £4,700. Reports have been reasonably constant, and it is therefore expected that the

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			income next year will be in the region of £4,000.
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Appendix 1: Performance Indicators

Performance Indicators		12/13 Actual	13/14 Actual	14/15 Target	14/15 Actual
1A	Number of ABCs, intervention letters and ASBO notices	N/A	N/A	NEW	53
1B	Percentage increase in attendance of summer youth diversion programme	Baseline (6,453)	75% (11,293)	70% (11,000)	75% (11,300)
1C	Number of mentoring relationships forged	N/A	142	120	154
1D	Conviction rate for domestic abuse in cases managed by advocates	65.7%	66.3%	68%	70.1%
1E	Number of noise limitation devices set and sealed in licensed premises	12	20	20	20
2A	Number of referrals of doorstep crime incidents from banks and adult safeguarding partners.	20	26	30	45
2B	Number of rapid response interventions resulting in a real saving to consumers.	96	68	80	42
2C	Number of test purchase operations to detect the sale of age-restricted products.	155	121	80	156
2D	Number of judicial disposals in relation to traders causing consumer detriment.	N/A	69	60	69
2E	Number of businesses to receive education regarding under-age sales.	N/A	107	150	114
3A	Number of businesses rated Zero that have improved.	N/A	7	3	100%
3B	Number of food safety inspections undertaken.	N/A	892	818	743
3C	Number of high-risk HSW inspections undertaken.	NEW	45	31	6
3D	Number of statutory reports and complaints received and investigated (Food, HSW, Statutory Accident reports and other).	NEW	NEW	NEW	0
3E	Number of multi-agency operations carried out.	4	4	4	5
3F	Number of licensed businesses in Beckenham town centre meeting BBN accreditation standard (supporting the Purple Flag scheme).	NEW	NEW	5	See detail
3G	Number of fire safety high-risk assessments followed up.	NEW	NEW	100%	100%
4A	Number of properties using the asbestos survey service.	NEW	NEW	176	TBC
4B	Number of reports produced on contaminated land.	NEW	NEW	10	31