

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 2015/16, we will:		Head of Service	RAG status (and comments)
1.1	Tackle anti-social behaviour through the delivery of targeted, intelligence-led operations with the Police. (Operation Crystal – 1A)	Rob Vale	GREEN Operation Crystal continues to meet its objectives with tonnage of waste collected and ASB complaint numbers both continuing to drop substantially. Complaints have dropped from 117 to 64 compared to the same period last year, a drop of 45%; tonnage has dropped from 17.2t to 14t, a drop of 18.6%.
1.2	Support young people to remain in education, employment and training, through our mentoring service . (1B)	Jane Belding	GREEN The Bromley Mentoring Initiative is running well, with a steady stream of referrals recruited, and with mentors recruited, trained and matched. A total of 33 new mentors have joined the scheme, and 97 clients have received the support of a mentor.
1.3	Ensure all victims of domestic violence involved in criminal Court procedures are offered the support of an advocate. (1C)	Rob Vale	GREEN The Domestic Abuse Advocacy Project has exceeded all its targets: within the latest cohort there was also a retrial, and the victim was supported by advocates to attend trial for a second time, and give evidence, which led to a conviction.
1.4	Provide support for the Safer Bromley Partnership Board .	Rob Vale	GREEN There have been two Safer Bromley Partnership Group meetings, on 16 April and 28 September 2015.

1.5	<p>Target night-time anti-social behaviour problem areas through a joint Council-Police initiative to tackle alcohol-related nuisance, crime and disorder, supporting the Purple Flag award for Beckenham. (1D)</p>	Paul Lehane	<p>GREEN</p> <p>Meetings were held on 23 June 2015 with Bromley Town and Copers Cope councillors, and 'Torys On' (24 June 2015) concerning the night-time economy. Two Purple Flag Project Board meetings were held on 26 March and 23 June. Officers attended a meeting at Bromley Police Station with key licensed businesses. Police submitted a licence review application for Vuvu (East Street).</p>
1.6	<p>Support the Home Office recommendations with regards to the Gangs Review.</p>	Rob Vale	<p>GREEN</p> <p>Targeting of gang nominals was added to Operation Crystal's remit. Intelligence pathways have been established for gang enquiries. Cross-border intelligence has been established with surrounding boroughs.</p>
1.7	<p>Work with partners to eradicate the supply of New Psychoactive Substances, and seek to apply powers and tools from any forthcoming legislation. (1E)</p>	Rob Vale	<p>GREEN</p> <p>Forfeiture of seized 'legal highs' was approved by the local magistrates in April 2015. The proprietor of the 'head shop' was formally interviewed and issued with a Home Office Caution. No further action has been taken in relation to the second shop in Anerly. A visit to the trader with Public Health colleagues revealed no NPS are kept on the premises, although they are sold to order. No ASB has been linked to the premises.</p>

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 2015/16, 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	GREEN 15 referrals and alerts were received from safeguarding partners, and 21 from local banks, reporting concerns of financial abuse or fraud against customers and clients. 43 referrals and intelligence reports from local police were received with regards doorstep crime and scams,
2.2	Provide a rapid response service to all victims of doorstep crimes and scams . (2B)	Rob Vale	GREEN 132 calls were received by Trading Standards' rapid response hotline. Immediate response visits to 26 of these calls saved customers an estimated £125,000. Rogue traders cost local residents at least £200,000.
2.3	Tackle the sale of age-restricted products , particularly alcohol and tobacco, through test purchase operations. (2C)	Rob Vale	GREEN 39 planned audit visits were undertaken at 36 premises. 15 UAS visits were followed up from Ch25 fails and complaints, resulting in 1 sale of tobacco and 1 sale of alcohol from the same premise to volunteers under the age of 18. A Simple Caution was signed. 26 'Ch.25 visits' were followed up, resulting in 18 sales to an 18-year-old volunteer,
2.4	Prevent consumer detriment by improving compliance and tackling problem traders. (2D, 2E)	Rob Vale	GREEN 21 warning letters and cautions were issued, including a forfeiture of unsafe goods from a local head shop selling illegal highs. 2 reports were submitted to Legal Services, with recommendations of proceedings against a rogue trader and money launderer.

Outcome 3	We will support and regulate businesses
Issues	Food Safety
	Licensing
	Health and Safety
	Business Resilience

Aim	The Food, Health and Safety and Licensing team supports and regulates businesses to ensure safe food, safe and healthy workplaces, and licence conditions are met		
In 2015/16, we will:		Head of Service	RAG status (and comments)
3.1	Inspect 100% of high-risk food businesses (Risk Category A and B hygiene) to ensure food safety standards are met. (3A)	Paul Lehane	AMBER In Q1, 100% of Risk A businesses were inspected; in Q2, 71% were inspected. In Q1, 46% of Risk B food businesses were inspected; in Q2, 70% of Risk B food businesses were inspected.
3.2	Investigate significant complaints, accident reports and other notifications. (3B)	Paul Lehane	GREEN 67 accident reports were received, and 13 selected for investigation. 39 Health and Safety complaints were received and all were investigated. 134 Food Safety complaints were received and all were investigated. 24 Health and Safety Notices were served, and 6 Food Safety Notices were served.
3.3	Undertake the statutory review of licensing policies for alcohol and gambling , to be in place by January 2016.	Paul Lehane	GREEN Draft policies for the Licensing Act 2003 and the Gambling Act 2005 were approved by the General Purposes and Licences Committee on 14 July 2015 for public consultation. The consultation was undertaken during July and August, and results reported to Committee on 17 September 2015. Both are now waiting final Council approval in October.

Outcome 4	We will protect the environment
Issues	Environmental damage
	Complex industrial noise pollution
	Community noise

Aim	The Environmental Protection team manages air quality, drainage issues, land contamination, public health nuisance and noise, CCTV, housing enforcement, and pest control.		
In 2015/16, we will:		Head of Service	RAG status (and comments)
4.1	Work proactively with offenders and potential offenders to reduce noise nuisance . (4A)	Jim McGowan	Due to the Government's licensing deregulation, there is now no legal requirement for premises to have noise-limiting devices, so the target regarding these devices is no longer applicable.
4.2	Provide the CCTV monitoring service for town centres and other key areas. (4B)	Jim McGowan	GREEN 165 CCTV packages have been provided, where required.
4.3	Oversee the refurbishment of the CCTV control room .	Jim McGowan	AMBER The contract was the subject of a formal appeal, and has been delayed. The contract is now expected to be completed in January 2016.
4.5	Develop a computerised system for contaminated land reporting . (4C)	Jim McGowan	GREEN 16 reports have been produced.
4.6	Depending on the result of the new lease negotiations, analyse and expand the current noise plan for Biggin Hill .	Jim McGowan	This will be progressed once the result of the new lease negotiations is known.

Public Protection Portfolio Plan 2015-16

Appendix 1: Performance Indicators

Performance Indicators		13/14 Actual	14/15 Target	14/15 Actual	15/16 Target
1A	Number of Operation Crystal initiatives carried out	12	12	12	12
1B	Number of mentoring relationships forged	142	120	154	100
1C	Percentage of victims of domestic abuse offered the support of an advocate	NEW	NEW	TBC	TBC
1D	Number of initiatives carried out to reduce alcohol-related nuisance, crime and disorder	NEW	NEW	NEW	10
1E	Percentage eradication of high street outlets of new psychoactive substances	NEW	NEW	50%	100%
2A	Number of referrals of doorstep crime incidents from banks and adult safeguarding partners	26	30	45	50
2B	Number of rapid response interventions resulting in a real saving to consumers	68	80	42	50
2C	Number of test purchase operations to detect the sale of age-restricted products	121	80	156	N/A
2D	Number of enforcement actions in relation to traders causing consumer detriment	69	60	69	60
2E	Number of businesses to receive education regarding under-age sales – to be changed to: Percentage inspection of all failed CH25 and non-compliant businesses	107	150	114	100% (see change)
3A	Number of inspections of high-risk businesses undertaken	NEW	NEW	NEW	132
3B	Number of significant complaints and accident reports/notifications investigated	NEW	150	176	150
4A	Inspections of noise limitation devices.	20	20	20	20
4B	Number of packages of evidence supplied	NEW	NEW	NEW	300
4C	Number of reports produced on contaminated land	NEW	10	20	25