

Public Protection Portfolio Plan 2015/16

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

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 Kate Lymer

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 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	Complaints about anti-social behaviour in Crystal areas have dropped by 33.1%, and fly-tipping has reduced by 33.02%. The exit strategy for the scheme is being developed with residents, for implementation in September.
1.2	Support young people to remain in education, employment and training, through our mentoring service . (1B)	Jane Belding	The service provided a total of 146 relationships over the year, and there was an overall decrease of 18.5% in first-time entries to the Youth Justice System. 100% of young people questioned reported they were happy with their mentor.
1.3	Ensure all victims of domestic violence involved in criminal Court procedures are offered the support of an advocate. (1C)	Rob Vale	All victims of domestic violence were offered the support of an advocate, and the conviction rate for those supported by advocates was 73%. Satisfaction with the service was over 95%. In the last quarter alone, 140 clients received the service.
1.4	Provide support for the Safer Bromley Partnership Board .	Rob Vale	Three meetings have been held and supported and a strategic assessment has been drafted and circulated: priorities for the next three years are being agreed.
1.5	Target night-time anti-social behaviour	Paul Lehane	The Purple Flag self-assessment was undertaken in August, and the full

	problem areas through a joint Council-Police initiative to tackle alcohol-related nuisance, crime and disorder, supporting the Purple Flag award for Beckenham. (1D)		assessment was held in September, following which the award was confirmed for Beckenham.
1.6	Support the Home Office recommendations with regards to the Gangs Review .	Rob Vale	<p>The targeting of gang nominals was added to the remit of Operation Crystal at the start of the year. Intelligence pathways were established for gang enquiries, with cross-border intelligence sharing established with surrounding boroughs.</p> <p>The Growing Against Violence diversion is being implemented in selected schools within the designated gangs area, and an additional diversion activity is being prepared via the Challenger Troop, using Portfolio Holder funding.</p>
1.7	Work with partners to eradicate the supply of New Psychoactive Substances , and seek to apply powers and tools from any forthcoming legislation. (1E)	Rob Vale	Forfeiture of seized 'legal highs' was approved by local magistrates in April. The proprietor of the head shop was formally interviewed and issued with a Home Office caution. No further enforcement action has been taken.

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	47 referrals were received from banks (75% increase on the previous year), 32 were received from Social Services (a 60% increase), and 76 intelligence reports from local police. A new training event was developed and launched in September 2015. Attendees included social workers, district nurses and voluntary workers. It received excellent feedback.
2.2	Provide a rapid response service to all victims of doorstep crimes and scams . (2B)	Rob Vale	In total, 54 immediate response visits were made to rogue trading victims, saving £233,000. The team intervened to safeguard a vulnerable adult who had 'gifted' his £350,000 house to a rogue trader to pay for property repairs: the perpetrator was convicted of fraud and the property was returned to its owner.
2.3	Tackle the sale of age-restricted products , particularly alcohol and tobacco, through test purchase operations. (2C)	Rob Vale	65 audit visits were undertaken, which generated a programme of 87 test purchases by an underage volunteer, and 71 attempts by an 18-year-old volunteer to test compliance with the age verification system. Overall compliance was 89.6%: compliance has continued to improve over the past four years.
2.4	Prevent consumer detriment by improving compliance and tackling problem traders. (2D,	Rob Vale	47 enforcement actions were taken against problem traders, with legal proceedings instigated against seven

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	2E)		rogue traders. As a result of increased compliance with doorstep-selling activity, as well as staff reductions, the number of enforcement activities has reduced.
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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	100% of Risk A food businesses were inspected. 73% of Risk B food businesses were inspected.
3.2	Investigate significant complaints, accident reports and other notifications. (3B)	Paul Lehane	142 accident reports were received and 35 selected for investigation. 101 Health and Safety complaints were received and all were investigated. 256 Food Safety complaints were received and all were investigated. 18 improvement and 9 prohibition Health and Safety notices were served. 42 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	Policies and reports were drafted for both the Licensing Act 2003 and Gambling Act 2005. They were approved by the General Purposes and Licensing Committee on 14 July 2015 for public consultation. The consultation was undertaken in July and August, and results reported to the General Purposes and Licensing Committee on 17 September 2015, following which both policies were adopted by the Council, and came into

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			effect in January 2016.
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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 – this target is no longer applicable.
4.2	Provide the CCTV monitoring service for town centres and other key areas. (4B)	Jim McGowan	660 packages of evidence were provided for the Police for use in enforcement.
4.3	Oversee the refurbishment of the CCTV control room .	Jim McGowan	The contract is complete and is awaiting final payment and the calculation of retention fees.
4.5	Develop a computerised system for contaminated land reporting . (4C)	Jim McGowan	26 reports for contaminated land have been produced during the year.
4.6	Depending on the result of the new lease negotiations, analyse and expand the current noise plan for Biggin Hill .	Jim McGowan	The Environmental Protection team is not now developing/expanding the noise plan: the airport is doing this themselves, although the team may have a role in monitoring their plans in 2016/17.

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Appendix 1: Performance Indicators

Performance Indicators		14/15 Target	14/15 Actual	15/16 Target	15/16 Actual
1A	Number of Operation Crystal initiatives carried out	12	12	12	12
1B	Number of mentoring relationships forged	120	154	100	146
1C	Percentage of victims of domestic abuse offered the support of an advocate	NEW	TBC	TBC	100%
1D	Number of initiatives carried out to reduce alcohol-related nuisance, crime and disorder	NEW	NEW	10	12
1E	Percentage eradication of high street outlets of new psychoactive substances	NEW	50%	100%	100%
2A	Number of referrals of doorstep crime incidents from banks and adult safeguarding partners	30	45	50	78
2B	Number of rapid response interventions resulting in a real saving to consumers	80	42	50	54
2C	Number of test purchase operations to detect the sale of age-restricted products	80	156	N/A	129
2D	Number of enforcement actions in relation to traders causing consumer detriment	60	69	60	47
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	150	114	100% (see change)	100%
3A	Number of inspections of high-risk businesses undertaken	NEW	NEW	132	100
3B	Number of significant complaints and accident reports/notifications investigated (Health and Safety)	150	176	150	135
4A	Inspections of noise limitation devices	20	20	20	0
4B	Number of packages of evidence supplied	NEW	NEW	300	660
4C	Number of reports produced on contaminated land	10	20	25	26