

Public Protection Portfolio Plan 2016/17

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 the impact that crime and anti-social behaviour can have on people's lives, and keeping Bromley safe continues to be my priority. 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 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 2016/17, we will:		Head of Service
1.1	Tackle anti-social behaviour through the delivery of targeted, intelligence-led operations with the Police. (Operation Crystal – 1A)	Rob Vale
1.2	Support young people to remain in education, employment and training, through our mentoring service . (1B)	Jane Belding
1.3	Ensure all victims of domestic violence involved in criminal Court procedures are offered the support of an advocate. (1C)	Anne Watts
1.4	Provide support for the Safer Bromley Partnership Board .	Rob Vale
1.5	Target night-time crime and disorder in high-risk licensed premises through four joint operations with the Police (Operation Budgie).	Paul Lehane
1.6	Update the rest centre plan, as part of Emergency Planning , and review arrangements for establishing rest centres, survivor reception centres and family reception centres. Recruit and train staff and volunteers as necessary.	Paul Lehane

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 2016/17, we will:		Head of Service
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
2.2	Provide a rapid response service to all victims of doorstep crimes and scams . (2B)	Rob Vale
2.3	Tackle the sale of age-restricted products , particularly alcohol and tobacco, through test purchase operations. (2C)	Rob Vale
2.4	Undertake four targeted operations to ensure businesses abide by licence conditions (alcohol prices).	Paul Lehane

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 2016/17, we will:		Head of Service
3.1	Inspect 100% of high-risk food businesses (Zero and 1 FHRS scores) to ensure food safety standards are met. (3A)	Paul Lehane
3.2	Investigate significant complaints, accident reports and other notifications. (3B)	Paul Lehane
3.3	Establish a close working partnership with the Orpington and Bromley BID Teams in order to support local licenced businesses .	Paul Lehane

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

Aim	The Environmental Protection team manages air quality, drainage issues, land contamination, public health nuisance and noise, CCTV, housing enforcement, housing improvement, empty properties, Disabled Facilities Grants, coroner and mortuary and pest control.
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In 2016/17, we will:		Head of Service
4.1	Work proactively with the community to reduce noise nuisance .	Jim McGowan
4.2	Provide the CCTV monitoring service for town centres and other key areas. (4B)	Jim McGowan
4.3	Develop a computerised system for producing contaminated land reports . (4C)	Jim McGowan
4.6	Depending on the result of the new lease negotiations, analyse and expand the current noise plan for Biggin Hill .	Jim McGowan

Appendix 1: Performance Indicators

Performance Indicators		12/13	13/14	14/15	15/16 target	15/16	16/17 target
1A	Number of Operation Crystal initiatives carried out	New	12	12	12	12	12
1B	Number of mentoring relationships forged	New	142	154	100	146	100
1C	Percentage of victims of domestic abuse offered the support of an advocate	New	New	New	100%	100%	100%
2A	Number of referrals of doorstep crime incidents from banks and adult safeguarding partners	20	26	45	50	80	60
2B	Number of rapid response interventions resulting in a real saving to consumers	96	68	42	50	54	50
2C	Number of test purchase operations to detect the sale of age-restricted products	155	121	156	N/A	129	Out-come
3A	Number of inspections of high-risk businesses undertaken	New	New	New	132	100	100
3B	Number of significant complaints and accident reports/notifications investigated	New	New	176	N/A	135	Out-come
4A	Number of packages of evidence supplied	New	New	New	300	660	700
4B	Number of reports produced on contaminated land	New	New	20	25	26	25


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Procurement Background	Title	• CCTV Maintenance		
	Contract Register No.	• ecm_3546		
	Location of Contract	• Hard Copy: Legal Vault (original) & CCTV Control Room • Soft Copy: N drive		
	Department	Environment and Community Services		
	Division	Public Protection (E&CS)		
	Management	• Jim McGowan (<i>Head of Environmental Protection</i>) • Dan Jones (AD Streetscene & Greenspace)		
	Contractor	• Eurovia		
	Contractor's Reg. No.	• 07388667		
	Organisation Information	Large Organisation (>250)	Private Sector	
	Contract Type & Tender Route	Term Contract	Restricted	
	OJEU and / or Due North Reference	OJEU Reference: 2012/S 59-095544	Due North Reference:	
	CPV Codes	<ul style="list-style-type: none"> • 35120000: Surveillance and security systems and devices • 79714000: Surveillance services • 92222000 : Closed circuit television services 		
	Procurement / Commissioning Status	Requires an Agreed Plan (Red)	• Date Assessed: 2 December 2015	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	<ul style="list-style-type: none"> • 5 years (Option to extend for 2 years) • Now considering option to extend to 31.03.19 (Member report) 	
		<i>Core Term: start and end dates</i>	• 01.04.2012 to 31.03.2017	
		<i>Extensions taken: start & end dates</i>	• -	
		<i>Extensions taken beyond term of original contract</i>	• -	
London Contracts / Bravo Alert Date	• N/A			
Key Reports	<ul style="list-style-type: none"> • Original Contract Report: ES12025 (Part 2 report: not publicly available), 01.02.12 (Exec) • CCTV Update 3 Nov 2015: ES15077 • Possible Extension Report 2016 to 31.03.19 			
Purpose / Description	<ul style="list-style-type: none"> • The contract covers all CCTV maintenance costs including all necessary repairs and associated labour; annual maintenance rounds, including all street and car park equipment • CCTV control room maintenance also covers repairs and back-to-back contracts for replacing failed equipment and the hard drives on the recording system • Control room refurbishment in progress (handover March 2016) as most equipment elderly and replacements no longer available 			
Commissioning Reviews and Proposals	• This contract could be commissioned with the rest of Public Protection activity (April 2017))			
Material Changes	<ul style="list-style-type: none"> • Control room refurbishment in progress (handover March 2016) as most equipment elderly and replacements no longer available • Cut annual maintenance round from bi-annual to annual 			
Financial Data	Total Contract Value	• £214,256		
	Notes provided by Finance	<ul style="list-style-type: none"> • Annual price of £42,851 fixed for three years, with CPI inflation being added to final two years • An additional budget of £91k is available for equipment replacement and ad hoc repairs (this is not part of this contract but pays for the replacement equipment) 		

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	2015/16	<ul style="list-style-type: none"> • Latest Approved Budget: £42,851 + £91,000 as detailed above • Actual Spend (out-turn): £134,090 projected spend both elements, see notes, actual not yet available 			
	2016/17	<ul style="list-style-type: none"> • Budget: £43,065 + £91,695 			
	Inflation Index	CPI	Indexation Base Year: 2015		
	Non-Recoverable VAT	Not Applicable	£		
Contract Monitoring	Monitoring / Metrics	Metrics	Description	Target	Actual
		Contractor Meetings	Monthly	Monthly	Monthly
		Number of Call outs:	Responded on time	100%	100%
		Number of Call outs:	Repaired on time	100%	92.5%
		Number of Call outs:	Outstanding	0%	5.5%
		Number of Call outs:	Checked by project engineer	N/A	17
		Number of Call outs:	Completion of log cards same working day	100%	100%
		Number of Call outs:	Within stated timetable	100%	100%
		Number of Call outs:	Reinstate each system to full working order after PPM	100%	100%
		See ES15077 p94 for more metrics. <i>NB Actual data is from January to September 2015</i>			
	Benchmarking	<ul style="list-style-type: none"> • LB Bexley: £700,000 p.a. and no ownership of system. • LB Bromley: £540,000 p.a. and full ownership of all equipment and systems 			
	Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> • Nil 			
	Audits	<ul style="list-style-type: none"> • CCTV Audit by Office of Surveillance Commissioners Audit (November 2015) • CCTV also audited by Internal Audit (November 2015) 			
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> • Public Protection Portfolio Plan Outcome 4: We will protect the environment • Aim 4.2: Provide the CCTV monitoring service for town centres and other key areas • Aim 4.3: Oversee the refurbishment of the CCTV control room 			
	Linked Strategies / Plans	<ul style="list-style-type: none"> • CCTV Strategy • Bromley's Parking Strategy 			
	Linked Services / Contracts	<ul style="list-style-type: none"> • CCTV Monitoring Contract 			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> • No <u>Statutory</u> requirement. Service based on Government guidance <u>Legislative Compliance</u> <ul style="list-style-type: none"> • <u>Data Protection Act</u> • <u>Freedom of Information Act</u> • <u>Regulated by Office of Surveillance Commissioners</u> 			
	Emerging Issues & Management Response	<ul style="list-style-type: none"> • Current accommodation may no longer be available if St Blaise is vacated – unbudgeted cost implication associated with moving to another site 			
	Service Risk	Service Delivery	High Risk (Red)		
	Risk Management	<ul style="list-style-type: none"> • ENV/ENP.0096: Failure to upgrade Closed Circuit Television (CCTV) system, which is no longer technically supported, leading to service loss – mitigated by control room refurbishment to be completed by March 2016 			

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	Exit Plans	<ul style="list-style-type: none"> • Not yet developed but will be required for 2018 (one year prior to expiry, assuming extension) 						
	Critical ICT Systems	<p><u>Critical ICT Systems</u></p> <ul style="list-style-type: none"> • 'Vigilant' digital recorder and video wall control system • Meyertech matrix and camera control system • Both systems being replaced (by March 2016) <p><u>Information Governance</u></p> <ul style="list-style-type: none"> • n/a 						
	Communications	<ul style="list-style-type: none"> • Open Day planned when refurbishment complete. 						
	Quality Systems	<ul style="list-style-type: none"> • BS EN ISO 9001 for quality management systems; • BS EN 14001 for environmental management systems, and; • BS OHSAS 18001 for occupational health and safety management systems. 						
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p> <table border="1"> <thead> <tr> <th>Improvement area</th> <th>Proposed action</th> <th>Target date</th> </tr> </thead> <tbody> <tr> <td>CCTV risk of service failure</td> <td>Refurbishment of CCTV control room</td> <td>March 2016</td> </tr> </tbody> </table>		Improvement area	Proposed action	Target date	CCTV risk of service failure	Refurbishment of CCTV control room	March 2016
	Improvement area	Proposed action	Target date					
CCTV risk of service failure	Refurbishment of CCTV control room	March 2016						
<p>Signed:  Dan Jones: 22 April 2016</p>								

Procurement Background	Title	<ul style="list-style-type: none"> • CCTV Monitoring • CCTV Control Room Management and Operational Services 	
	Contract Register No.	• ecm_3545	
	Location of Contract	<ul style="list-style-type: none"> • Hard Copy: Legal Vault (original) & CCTV Control Room • Soft Copy: N drive 	
	Department	Environment and Community Services	
	Division	Public Protection (E&CS)	
	Management	<ul style="list-style-type: none"> • Jim McGowan (<i>Head of Environmental Protection</i>) • Dan Jones (<i>AD Streetscene & Greenspace</i>) 	
	Contractor	• OCS Ltd (previously Legion)	
	Contractor's Reg. No.	• 01298292	
	Organisation Information	Large Organisation (>250)	Private Sector
	Contract Type & Tender Route	Term Contract	Restricted
	OJEU and / or Due North Reference	OJEU Reference: 2012/S 59-095544	Due North Reference: n/a
	CPV Codes	<ul style="list-style-type: none"> • 35120000: Surveillance and security systems and devices • 79714000: Surveillance services • 92222000: Closed circuit television services 	
Procurement / Commissioning Status	Requires an Agreed Plan (Red)	• Date Assessed: 2 December 2015	


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	Term	<i>Duration (years and months): (inc. any option to extend)</i>		<ul style="list-style-type: none"> • 5 years (Option to extend for 2 years) • Considering option to extend to 31.03.19 (Member report) 		
		<i>Core Term: start and end dates</i>		• 01.04.12 to 31.03.17		
		<i>Extensions taken: start & end dates</i>		• -		
		<i>Extensions taken beyond term of original contract</i>		• -		
	London Contracts / Bravo Alert Date		• N/A			
	Key Reports		<ul style="list-style-type: none"> • Original Contract Report: ES12025 (Part 2 report: not publicly available), 01.02.12 (Exec) • CCTV Update 3 Nov 2015: ES15077 • Possible Extension Report planned (to 31.03.19) 			
Purpose / Description		<ul style="list-style-type: none"> • Contract covers the 24-hour staffing of the CCTV control room, monitoring the borough's CCTV systems, and to manage and operate the control room (currently located in St Blaise Building). • Maintenance of the system is covered by a separate contract (047309) 				
Commissioning Reviews and Proposals		• Contract may be commissioned with other Public Protection activity (April 2017)				
Material Changes		• None				
Financial Data	Total Contract Value		• £1,263,258 (five years)			
	Notes provided by Finance		<ul style="list-style-type: none"> • Annual Value in 'CCTV update'; £256,138 for five years (fixed price for 3 years with CPI inflation being added to remaining two years) • Costs may vary according to actual staffing levels (i.e. absence of operator) 			
	2015/16		<ul style="list-style-type: none"> • Latest Approved Budget: £259,990 • Actual Spend (out-turn): £259,990 projection, actual not yet available 			
	2016/17		• Budget: £261,290			
	Inflation Index		CPI	Indexation Base Year: 2015		
	Non-Recoverable VAT		Not Applicable	£-		
Contract Monitoring	Monitoring / Metrics	Metrics	Description	2015/16 Target	2014/15 Actual	
		Performance / KPIs	Number of packages of evidence supplied	300	264	
		Contractor Meetings	Monthly (jointly with LB Lewisham)	Monthly	Monthly	
		KPI's	Number of Shifts with full complement of appropriately trained security staff on duty	100%	*98.6%	
		KPI's	Requests by data subjects dealt within 28 days	100%	*100%	
		KPI's	Number of Complaints about the service provided by the contractor	Nil	1	
		KPI's	Comprehensive recording and reporting of incidents	*18,000	30,080	
		KPI's	CCTV room operated 24 hours per day, 7 days a week	100%	*100%	
	See ES15077 for more metrics. NB * refers to 6 month 14/15 data					
Benchmarking		<ul style="list-style-type: none"> • LB Bexley: £700,000 p.a. and no ownership of system. • LB Bromley: £540,000 p.a. and full ownership of all equipment and systems 				

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	Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> • None 	
	Audits	<ul style="list-style-type: none"> • CCTV Audit by <u>Office of Surveillance Commissioners Audit (November 2015)</u> • CCTV also audited by Internal Audit (November 2015) • ENV/013/01/2015: CCTV Audit 2015/16 	
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> • Public Protection Portfolio Plan Outcome 4: We will protect the environment • Aim 4.2: Provide the CCTV monitoring service for town centres and other key areas • Aim 4.3: Oversee the refurbishment of the CCTV control room 	
	Linked Strategies / Plans	<ul style="list-style-type: none"> • CCTV Strategy (currently being re-written – to be published 2016) • Bromley's Parking Strategy 	
	Linked Services / Contracts	<u>Linked Contracts</u> <ul style="list-style-type: none"> • Parking CCTV • Maintenance of CCTV system 	
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> • No Statutory requirement to have CCTV • If there is a system, the service must be based on statutory guidance <u>Legislative Compliance</u> <ul style="list-style-type: none"> • <u>Regulation of Investigatory Powers Act</u> • <u>Data Protection Act</u> • <u>Freedom of Information Act</u> • Regulated by Office of Surveillance Commissioners 	
	Emerging Issues & Management Response	<ul style="list-style-type: none"> • Current accommodation may no longer be available if St Blaise is vacated – unbudgeted cost implication associated with moving to another site 	
	Service Risk	Service Delivery	Significant Risk (Amber)
	Risk Management	<ul style="list-style-type: none"> • ENV/ENP.0096: Failure to upgrade Closed Circuit Television (CCTV) system, which is no longer technically supported, leading to service loss – mitigated by control room refurbishment 	
	Exit Plans	<ul style="list-style-type: none"> • Not yet developed but will be required for 2018 (one year prior to expiry, assuming extension) 	
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> • 'Vigilant' digital recorder and video wall control system • Meyertech matrix and camera control system • Both systems being replaced (by March 2016) <u>Information Governance</u> <ul style="list-style-type: none"> • Data protection and retention rules (31 days) apply 	
	Communications	<ul style="list-style-type: none"> • No proposals to promote the service • Open Day planned for early 2016 (when refurbished) 	
Quality Systems	<ul style="list-style-type: none"> • OCS is a member of the SIA ACS for PSS CCTV services 		

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AD / Head of Service Assurance	<i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i>		
	<i>I confirm this summary has been submitted to the Departmental Management Team for review</i>		
	<i>The following areas have been identified for improved contract management / monitoring</i>		
	Improvement area	Proposed action	Target date
	CCTV risk of service failure	Refurbishment of CCTV control room	March 2016
Option to extend	Give consideration to possible Extension (to 31.03.19) report	2016/17 Q4	
			
Signed: Dan Jones: 22 April 2016			

Procurement Background	Title	<ul style="list-style-type: none"> • Dog Collection and Transportation • Stray & Abandoned Dogs 		
	Contract Register No.	• ecm_406210		
	Location of Contract	<ul style="list-style-type: none"> • Hard Copy: Legal Vault • Soft Copy: None 		
	Department	Environment and Community Services		
	Division	Public Protection (E&CS)		
	Management	<ul style="list-style-type: none"> • Jim McGowan (<i>Head of Environmental Protection</i>) • Dan Jones (<i>AD Streetscene & Greenspace</i>) 		
	Contractor	• SDK Environmental Ltd		
	Contractor's Reg. No.	• 03988788		
	Organisation Information	Medium Sized Enterprise (51-250)	Private Sector	
	Contract Type & Tender Route	Term Contract	Restricted	
	OJEU and / or Due North Reference	OJEU Reference: n/a	Due North Reference: n/a	
	CPV Code	• 98000000 : Other community, social and personal services		
	Procurement / Commissioning Status	Develop/ Test Options (Amber)	• Date Assessed: 13.01.16	
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	• 2006 – 2011 (3 + 2 years)	
		<i>Core Term: start and end dates</i>	• 01.04.06 to 31.03.09	
<i>Extensions taken: start & end dates</i>		• 01.04.09 to 31.03.11		
<i>Extensions taken beyond term of original contract (Waiver)</i>		<ul style="list-style-type: none"> • 01.04.11 to 31.11.12 • 01.12.12 – 31.3.15 (2 yrs. 4 mths ext.) • 01.04.15 – 31.07.15 (waiver – 4 months) • Current: 01.08.15 to 30.04.17 (waiver –1yr 9mths) 		
London Contracts / Bravo Alert Date	• n/a			

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	Key Reports	<ul style="list-style-type: none"> • ES 15033 PP&S PDS 08/04/15 – Extended to 30.04.17 • Three requests for waivers: Nov 2011, Nov 2013 and Nov 2014. • Two Gateway Reviews – 26.10.2010 and 18.9.14 			
	Purpose / Description	<ul style="list-style-type: none"> • The service is for the collection, holding and transportation of stray and abandoned dogs found within the London Borough of Bromley • The service includes compliance with and administration of the Council's statutory duties under the Environmental Protection Act 1990, section 149 & 150 and the Clean Neighbourhoods & Environment Act Section 68. • See Dog Contracts Process Chart 			
	Commissioning Reviews and Proposals	<ul style="list-style-type: none"> • Proposed market testing of the whole of Public Protection services in April 2017 			
	Material Changes	<ul style="list-style-type: none"> • Variation to cover the provision of an out of hours dog service in line with change in legislation in the original contract, April 2008 • Variation with SDK to take on some of the works formerly completed by the kennelling contractor such as overspill kennelling and transportation for rehoming – early 2016. Battersea Dog home now used for rehoming up to April 2017 (separate contract). 			
Financial Data	Total Contract Value	<ul style="list-style-type: none"> • £280,810 (Whole Contract Value) • (Original Term: £148,321, Waiver: £21,189, Extension: £111,300) 			
	Notes provided by Finance	• -			
	2015/16	<ul style="list-style-type: none"> • Latest Approved Budget :~ £63,566 (total budget on 580100 3009 is £169140 but includes kennel costs) • Actual Spend (out-turn): ~£63,566 			
	2016/17	<ul style="list-style-type: none"> • Budget: £152,980, total budget on 580100 3009 for all services purchased 2016/17 - £63,600 assumed element for SDK 			
	Inflation Index	CPI	Indexation Base Year: 2011		
	Non-Recoverable VAT	Not Applicable	£		
Contract Monitoring	Monitoring / Metrics	Metrics	Description	Target	Actual 14/15
		Performance / KPIs	Stray dogs collected within 4 hours	>95%	88.03%
		Contractor Meetings	Quarterly Contractor Meetings	4	4
	Benchmarking	<ul style="list-style-type: none"> • Benchmarking conducted in 2014 • LB Greenwich which has similar demographics and statistics to LBB for the stray dogs recently tendered and awarded full stray dogs contract for £142,000 • LB Ealing contract for stray dog collection and kennelling with SDK let in 2014 for £44,704 per annum (up to 200 dogs p/a) <i>NB LB Ealing geographically located closer to SDK headquarters</i> 			
	Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> • Complaint Procedure in Place within SDK • Customer Satisfaction Cards 			
	Audits	<ul style="list-style-type: none"> • Internal Audit carried out May - December 2015. • Recommendations to be implemented by March 2016 • Stray Dogs Contract Review for 2015-16: Report to sub-committee Dec 2015 & April 2016 			
Contract Management	Portfolio Plan Reference	• N/A			
	Linked Strategies / Plans	• Building a Better Bromley: A Quality Environment; Safe Bromley			
	Linked Services / Contracts	• Dog Kennelling & Rehoming contract			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> • Environmental Protection Act 1990 sections 149-151 • Clean Neighbourhoods & Environment Act 2005 section 68 <u>Legislative Compliance</u> <ul style="list-style-type: none"> • N/A 			

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	Emerging Issues & Management Response	<ul style="list-style-type: none"> Current Management Action Plan as result of issues identified during Internal Audit to be implemented by end of March 2016. 	
	Service Risk	Service Delivery	Low Risk (Green)
	Risk Management	<ul style="list-style-type: none"> Risk of kennels not accepting LBB dogs due to closure e.g. disease outbreak mitigated by having backup plans to be put in place by end of March 2016. 	
	Exit Plans	<ul style="list-style-type: none"> None 	
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> Hosted website maintained by SDK containing dogs register <u>Information Governance</u> <ul style="list-style-type: none"> n/a 	
	Communications	<ul style="list-style-type: none"> LB Bromley Stray Dogs webpage SDK Environmental Lost Dogs website 	
	Quality Systems	<ul style="list-style-type: none"> Customer Service Excellence, Exor, Chas, Buy with Confidence, Two Ticks, ConstructionLine, BPCA, NPTA, PCI-DSS, RoSPA, ISO 14001 and more 	
AD / Head of Service Assurance	<p>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</p> <p>I confirm this summary has been submitted to the Departmental Management Team for review</p> <p>The following areas have been identified for improved contract management / monitoring</p>		
	Improvement area	Proposed action	Target date
	Back-up Plans for kennelling overspill	To be agreed with SDK	March 2016
	 <p>Signed: Dan Jones: 22 April 2016</p>		

Procurement Background	Title	<ul style="list-style-type: none"> Vets: Animal Welfare Enforcement 	
	Contract Register No.	<ul style="list-style-type: none"> n/a 	
	Location of Contract	<ul style="list-style-type: none"> Soft copy: Local drive (Licensing/Animals/City of London vet team/contract) 	
	Department	Environment and Community Services	
	Division	Public Protection (E&CS)	
	Management	<ul style="list-style-type: none"> Paul Lehane (<i>Head of Food Safety, Occupational Safety and Licensing</i>) Dan Jones (<i>AD Street Scene & Greenspace</i>) 	
	Contractor	<ul style="list-style-type: none"> Corporation of London Veterinary Service 	
	Contractor's Reg. No.	<ul style="list-style-type: none"> n/a 	
	Organisation Information	Large Organisation (>250)	Local Authority
	Contract Type & Tender Route	Partnership Arrangement	Negotiated
	OJEU and / or Due North Reference	OJEU Reference: n/a	Due North Reference: n/a
	CPV Code	<ul style="list-style-type: none"> 85200000 : Veterinary services 	
	Procurement / Commissioning Status	No Action Required (Green)	<ul style="list-style-type: none"> Date Assessed: 03.02.16
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	<ul style="list-style-type: none"> 3 year
<i>Core Term: start and end dates</i>		<ul style="list-style-type: none"> 01.04.2014 to 31.03.2017 	
<i>Extensions taken: start & end dates</i>		<ul style="list-style-type: none"> - 	

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		<i>Extensions taken beyond term of original contract</i>	• -		
	London Contracts / Bravo Alert Date	• n/a			
	Key Reports	<ul style="list-style-type: none"> • Waiver agreed by Executive Director of Environment and Community Services • Valid 1/4/14 to 31/3/17 			
	Purpose / Description	<ul style="list-style-type: none"> • Undertakes various statutory functions relating to animal health / diseases on behalf of the Council • Vets and animal health inspectors from the Corporation of London veterinary Service inspect businesses where animals are involved / or require licenses , for example horse riding establishments, boarding establishments, to ensure compliance with all legislation regarding animal welfare 			
	Commissioning Reviews and Proposals	• Contract may be commissioned with the other Public Protection activity: April 2017			
	Material Changes	• None			
Financial Data	Total Contract Value	£42,000			
	Notes provided by Finance	• -			
	2015/16	<ul style="list-style-type: none"> • Latest Approved Budget: £14,000 • Actual Spend (out-turn): £14,000 			
	2016/17	• Budget: £14,000			
	Inflation Index	None	Indexation Base Year: None		
	Non-Recoverable VAT	Not Applicable	£-		
Contract Monitoring	Monitoring / Metrics	Metrics	Description	Target	Actual
		Performance / KPIs	Licensing team check all reports are completed	All reports	All reports
	Benchmarking	• No other providers of service			
	Stakeholder Satisfaction & Complaints	• Complaints to go to through LB Bromley			
	Audits	• None			
Contract Management	Portfolio Plan Reference	• Public Protection and Safety Portfolio Plan – Outcome 3: We will support and regulate businesses			
	Linked Strategies / Plans	<ul style="list-style-type: none"> • Portfolio Plan • LB Bromley animal zoonosis plan (Rabies foot and mouth, swine flu etc) 			
	Linked Services / Contracts	• Linked with LB Bromley Licensing Team e.g. if report is returned and shows breaches in legislation			
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> • Statutory requirement to provide service <u>Legislative Compliance</u> <ul style="list-style-type: none"> • Veterinary Inspections investigate compliance with a number of acts, including: <ul style="list-style-type: none"> ○ Animal Welfare Act 2006 ○ Riding Establishment Act 1970 ○ Dangerous Wild Animals Act 1976 ○ Animal Health Act 1981 ○ Animal Boarding Act 1963 ○ Breeding of Dogs Act 1991 			
	Emerging Issues & Management Response	• None			
	Service Risk	Compliance and Regulations	Low Risk (Green)		

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	Risk Management	<ul style="list-style-type: none"> • Loss of investigatory capacity leading to back-logs, mitigated by City of London staff management • City of London Veterinary Service has expertise in all areas of animal health, welfare, zoonosis and law 												
	Exit Plans	<ul style="list-style-type: none"> • None 												
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> • UNIFORM <u>Information Governance</u> <ul style="list-style-type: none"> • All data held by LB Bromley on UNIFORM database 												
	Communications	<ul style="list-style-type: none"> • Bromley.gov.uk link for Licenses directory containing links to Animal Welfare 												
	Quality Systems	<ul style="list-style-type: none"> • n/a - service based on following and enforcing legislation 												
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p> <table border="1"> <thead> <tr> <th>Improvement area</th> <th>Proposed action</th> <th>Target date</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>		Improvement area	Proposed action	Target date									
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<p>Signed: Dan Jones: 22 April 2016</p>														

Procurement Background	Title	• Coroner's Service		
	Contract Register No.	• n/a		
	Location of Contract	<ul style="list-style-type: none"> • Hard Copy: None (LB Croydon contract) • Soft Copy: None (LB Croydon contract) 		
	Department	Environment & Community Services (E&CS)		
	Division	Public Protection (E&CS)		
	Management	<ul style="list-style-type: none"> • Jim McGowan (<i>Head of Environmental Protection</i>) • Dan Jones (<i>Assistant Director, Street Scene and Greenspace</i>) 		
	Contractor	• LB Croydon		
	Contractor's Reg. No.	• n/a		
	Organisation Information	Large Organisation (>250)	Local Authority	
	Contract Type & Tender Route	Partnership Arrangement	Other	
	OJEU and / or Due North Reference	OJEU Reference:	Due North Reference:	
	CPV Code	• 85110000: Hospital and related services		
	Procurement / Commissioning Status	No Action Required (Green)	• Date Assessed: 16.03.16	
Term	<i>Duration (years and months): (inc. any option to extend)</i>	• Rolling annual arrangement (probably in operation for at least 50 years)		

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		<i>Core Term: start and end dates</i>	• 01.04.16 to 31.03.17		
		<i>Extensions taken: start & end dates</i>	• -		
		<i>Extensions taken beyond term of original contract</i>	• -		
	London Contracts / Bravo Alert Date	• -			
	Key Reports	• None			
	Purpose / Description	<ul style="list-style-type: none"> • The contract is between The Coroner (Service) and LB Croydon – LB Bromley’s involvement is essentially to pay relevant coronial costs • The arrangement covers the London Boroughs of Bromley; Croydon; Bexley & Sutton – which meet regularly with the Coroner • The service covers all Coronial requirements including: body transportation; building and office provision; personnel; ICT provision; and cleaning services • LB Croydon has contracts for the various services (e.g. with Cooperative Funeral Services (Body Collection) but LBB is not a direct contracting party • LB Croydon charges LBB ~30% (pro rata based on population) of the total costs • There is no formal contract between LB Croydon and LB Bromley in this respect but equally there is no additional administration fee imposed by LB Croydon • Costs are variable in respect of the number of inquests and cadavers • It is a legal requirement that the borough pays for all relevant coronial services • LB Croydon invoices LB Bromley on a regular basis (should be quarterly) 			
	Commissioning Reviews and Proposals	• The Chief Coroner for England & Wales is conducting a number of service reviews (e.g. there may be fewer coroners in London, in which case the current four borough arrangement may increase in size)			
Material Changes	• LB Croydon’s contract for body transportation was renewed in 2015/16 and has increased costs by 100% (moved from Dignity to Co-op Funeral Services)				
Financial Data	Total Contract Value	• ~£1m (typical five year cost)			
	Notes provided by Finance	• Costs are open-ended (say in investigating a multiple death event), which presents a financial risk			
	2015/16	<ul style="list-style-type: none"> • Latest Approved Budget: £223,210 • Actual Spend (out-turn): £204,500 			
	2016/17	• Budget: £224,320			
	Inflation Index	CPI	Base Year / Index if ‘Other’:		
	Non-Recoverable VAT	Not Applicable	£		
Contract Monitoring	Monitoring / Metrics	Metrics	Description	2016/17 Target	2015/16 Actual
		Performance / KPIs	Managed by LB Croydon		
		Compliance	-		
		Finance Targets	Quarterly financial reports from LB Croydon		
		Complaints	-		
		Contractor Meetings	Quarterly client / contractor meetings		
		Defaults / Claims	-		
		Other	-		
	Benchmarking	• Costs shared with three other boroughs			
	Stakeholder Satisfaction & Complaints	• n/a			
Audits	• Review Of Coroner & Mortuary Service Audit For 2013-14				

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Contract Management	Portfolio Plan Reference	• -						
	Linked Strategies / Plans	<ul style="list-style-type: none"> • Excess Deaths Strategy • Various linked Emergency Planning Plans 						
	Linked Services / Contracts	• Mortuary Service						
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> • Coroners Act 1988 • Coroners and Justice Act 2009 <u>Legislative Compliance</u> <ul style="list-style-type: none"> • - 						
	Emerging Issues & Management Response	<ul style="list-style-type: none"> • Proposed Medical Examiner (Coroners and Justice Act 2009) will require all deaths to be investigated (yet to be implemented). • There would be an additional, and potentially significant, cost to be met by LB Bromley (which may be rechargeable) • Consider adding Coronial Information to Bromley.gov.uk 						
	Service Risk	Financial	Significant Risk (Amber)					
	Risk Management	<ul style="list-style-type: none"> • This is an open-ended financial commitment because all reasonable costs may be passed on to the Council (via LB Croydon) – these risks can't really be mitigated but Finance officers are aware • Regular meetings, though, have led to some cost-mitigation (e.g. suggestion that blood pathology should be centralised which led to a 20% cost saving) 						
	Exit Plans	• n/a						
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> • Coroner's system / database (not used by London Boroughs) <u>Information Governance</u> <ul style="list-style-type: none"> • Coroner owns all data 						
	Communications	<ul style="list-style-type: none"> • South London Coroner website • LB Croydon Coroner Webpage 						
	Quality Systems	• n/a						
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p>							
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 <p>Signed: Dan Jones: 22 April 2016</p>								

Procurement Background	Title	• Mortuary Contract
	Contract Register No.	• ecm_40631
	Location of Contract	<ul style="list-style-type: none"> • Physical copy: Held by PRUH • Soft copy: Public Protection Contracts Folder - Network drive
	Department	Environment and Community Services
	Division	Public Protection (E&CS)
	Management	<ul style="list-style-type: none"> • Jim McGowan (<i>Head of Environmental Protection</i>) • Dan Jones (<i>AD, Street Scene & Greenspace</i>)
	Contractor	• Princess Royal Hospital Mortuary

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		via Kings College Hospital NHS Foundation Trust			
	Contractor's Reg. No.	• n/a			
	Organisation Information	Large Organisation (>250)	NHS Trust		
	Contract Type & Tender Route	Term Contract	Restricted		
	OJEU and / or Due North Reference	OJEU Reference: N/A	Due North Reference: N/A		
	CPV Code	• 85110000 : Hospital and related services			
	Procurement / Commissioning Status	No Action Required (Green)	• Date Assessed: 03.02.16		
	Term	<i>Duration (years and months): (inc. any option to extend)</i>	• 4 years		
		<i>Core Term: start and end dates</i>	• 01.10.14 to 30.09.18		
		<i>Extensions taken: start & end dates</i>	• -		
		<i>Extensions taken beyond term of original contract</i>	• -		
	London Contracts / Bravo Alert Date	• N/A			
	Key Reports	<ul style="list-style-type: none"> • ES 14025 PP&S PDS Committee 04.03.14 – ‘Proposed Joint Mortuary Service with London Borough of Bexley’ • ES13004 - PP&S PDS Committee 22.01.13 – ‘Gate review for mortuary service and coroner service update’ • Decision 20.03.14 Proposed Joint Mortuary Service with LB Bexley 			
	Purpose / Description	<ul style="list-style-type: none"> • Contract in conjunction with LB Bexley • Services located at Princess Royal University Hospital (PRUH) and include: <ul style="list-style-type: none"> ○ 24/7 access to the Mortuary facility ○ Use of refrigerated body stores and body freezers for storage of 450 deceased persons annually under the jurisdiction of HMC Southern District ○ Mortician call-out outside normal working hours ○ Access to Post Mortem facilities and use of hospital mortuary staff to support Post Mortem examinations carried out on behalf of HMC Southern District ○ Provision of all post mortems as directed by the Coroner or his staff ○ Provision of consumables and overspill nutwell cube supplementary system ○ Provision of specialist Home Office Post Mortems 			
	Commissioning Reviews and Proposals	• Service will <u>not</u> be considered for commissioning with other Public Protection contracts in April 2017. The service will remain with LB Bromley and other commissioning arrangements will need to be agreed prior to contract expiry			
	Material Changes	• In 2016/17 a new method of charging (developed by LB Bexley) will be introduced, using a more ‘pay as you go’ system rather than the existing ‘fixed cost’ system. This will impact contract spend figures.			
Financial Data	Total Contract Value	• £384,000			
	Finance Notes	• -			
	2015/16	<ul style="list-style-type: none"> • Latest Approved Budget: £130,110 • Actual Spend (out-turn): £96,000 			
	2016/17	• Budget: £130,760			
	Inflation Index	Other (please state)	Indexation Base Year: None		
	Non-Recoverable VAT	Not Applicable	£-		
Contract Monitoring	Monitoring / Metrics	Metrics	Description	Target	Actual
		Contractor Meetings	Meetings with contractor per year	4	4
	Benchmarking	<ul style="list-style-type: none"> • LB Greenwich~ £250 per body which amounts to ~£125,000 per annum • LB Bromley: £96,000 per annum 			

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		<ul style="list-style-type: none"> • LB Lewisham similar cost to LB Greenwich (both are in different coronial district) 							
	Stakeholder Satisfaction & Complaints	<ul style="list-style-type: none"> • Complaints procedures via Coroner and mortuary at the PRUH • 2015/16: 0 complaints 							
	Audits	<ul style="list-style-type: none"> • Coroner & Mortuary Service Audit for 2013-14 							
Contract Management	Portfolio Plan Reference	<ul style="list-style-type: none"> • n/a 							
	Linked Strategies / Plans	<ul style="list-style-type: none"> • Excess Deaths Strategy • Various linked Emergency Planning Plans 							
	Linked Services / Contracts	<ul style="list-style-type: none"> • Coroners Service 							
	Regulatory Requirements	<u>Statutory Basis (for service provision)</u> <ul style="list-style-type: none"> • Coroners Act 1988 • Coroners and Justice Act 2009 <u>Legislative Compliance</u> <ul style="list-style-type: none"> • S.198 Public Health Act 1936 as amended by S.2 Local Government Act 2000 • Coroners and Justice Act 2009 							
	Emerging Issues & Management Response	<ul style="list-style-type: none"> • Proposed Medical Examiner (Coroners and Justice Act 2009) which will require all deaths to be investigated (to be implemented). There would be an additional, and potentially significant, cost to be met by LBB (which may be rechargeable) • Human Tissue Authority Audit (LBB Mortuary - PRUH) pending March 2016 							
	Service Risk	Compliance and Regulations	Low Risk (Green)						
	Risk Management	<ul style="list-style-type: none"> • Risk of for example a serious disease outbreak causing a significant number of deaths in the borough, putting pressure on mortuary services to cope with demand. Mitigated by emergency planning management plans in place e.g. establishment of a temporary morgue in Norman Park. 							
	Exit Plans	<ul style="list-style-type: none"> • Coroner can agree to use mortuaries external to coronial district if mortuary fails 							
	Critical ICT Systems & Information Governance	<u>Critical ICT Systems</u> <ul style="list-style-type: none"> • None; ICT systems at hospital managed by the PRUH <u>Information Governance</u> <ul style="list-style-type: none"> • Coroner responsible for all data 							
	Communications	<ul style="list-style-type: none"> • Contract / Service not promoted publicly 							
	Quality Systems	<ul style="list-style-type: none"> • Mortuary must follow the Human Tissue Authority (HTA) quality systems 							
AD / Head of Service Assurance	<p><i>I confirm that this is an accurate summary and the contract is monitored and managed in a manner appropriate to the specification, risk and LBB Contract Procedure, Finance and Governance Rules</i></p> <p><i>I confirm this summary has been submitted to the Departmental Management Team for review</i></p> <p><i>The following areas have been identified for improved contract management / monitoring</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Improvement area</th> <th style="width: 45%;">Proposed action</th> <th style="width: 25%;">Target date</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>			Improvement area	Proposed action	Target date			
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