

# Public Protection and Enforcement Portfolio Plan 2018/19

## Introduction

Bromley is considered to be one of the safest boroughs to live in in London, and this year sees the enforcement function within the Environmental Services Directorate move to this portfolio, as such Planning, Neighbourhood Management Environmental Enforcement and Parking enforcement are now incorporated within this plan. This inclusion gives a more pronounced regulatory focus, with the underlying intention that these enforcement activities will protect consumers, residents, businesses and road users; the aims and ambitions for these services are detailed in the 4 Outcomes below.

It is the responsibility of every business and individual in the borough to comply with the law, and we as a Council acknowledge that most do so willingly, and the key aim of the services within this portfolio is to provide assistance for this purpose, as well as targeting enforcement activity against those that do not meet their responsibilities.

The Public Protection and Enforcement Portfolio leads the delivery of the Council's individual and coordinated activity to ensure that Bromley continues to be a safe and healthy place for those who live, visit or work in the borough, now, and in the future. The scope of the Portfolio is wide and cuts across many of the key areas of work within the authority. Essentially if an enforcement issue affects the health, wellbeing or safety of the public, or the stewardship of our natural or built environment, it is likely that services within the Portfolio will have an active role to play.

Much of the work is carried out within a regulatory framework, and can be statutory, with standards being set by national regulators like the Food Standards Agency, the Health & Safety Executive, Environment Agency, HM Planning Inspectorate and the Health Protection Agency. However, there is a balance to be struck, between actively providing support, advice and information as well as targeting enforcement activity against those that put public health, the local economy, the environment or community at risk.

This regulation fulfils a number of policy objectives, and assists the Council to deliver against many themes within the 'Building a Better Bromley' vision, and achieves this through various means including:

- **Safe:** tackling antisocial behaviour and criminal activity such as doorstep crime, securing health & safety in the workplace, and coordinating the Council's response to the Prevent Strategy.
- **Quality Environment:** through tackling nuisance behaviour, by implementing fly-tipping and littering controls, as well as taking intelligence led environmental and planning enforcement,
- **Children & Young People:** Tackling the sale of age-restricted products, particularly

alcohol, tobacco and knives, through test purchase operations

- **Housing:** assisting in the provision of safe and secure housing in the private rented sector.
- **Involved:** Working closely with our partners and the community to develop and deliver our services.
- **Prosperous & Thriving:** through responsible regulation and enforcement to ensure a fair and safe trading environment for residents, businesses and visitors.
- **Quality Public Services:** delivering quality Public Protection and Enforcements services with significantly less funding, with a focus on budgetary control, contract performance monitoring and management, and commissioning opportunities.

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 or young people. We know only too well the threats posed by illegal activity, and we remain committed to keeping the borough safe. In addition, there is a focus on environmental stewardship, appropriate business regulation and enforcement. I am immensely proud of the work of the services within this Portfolio, and by ensuring that we deliver our priorities as outlined in the following pages, I am confident that our joint efforts will result in Bromley maintaining its reputation of being a safe, green, clean and healthy Borough.

**Councillor Kate Lymer**

**Portfolio Holder for Public Protection and Safety**

<b>Outcome 1</b>	<b>We will keep Bromley safe</b>
<b>Issues</b>	Community Safety
	Anti-Social Behaviour and Youth Crime

<b>Aim</b>	Work proactively to prevent crime and reinforce confidence in the borough as a safe place	
In 2018/19, <b>we will:</b>		Head of Service or Officer Responsible
1.1	Tackle <b>anti-social behaviour</b> through the delivery of targeted, intelligence-led operations with the Police. (Community Impact Days – 1A)	Rob Vale
1.2	We will support the Safer Bromley Partnership, and co-ordinate the council's response to its statutory duty under PREVENT.	Rob Vale
1.3	Coordinate the <b>interim renewal of the Purple Flag Award</b> for Beckenham	Steve Phillips
1.4	Review and <b>update the Recovery Plan</b> , as part of Emergency Planning	Laurie Grasty

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

<b>Aim</b>	To protect consumers, and in particular the vulnerable, to ensure there is a fair, safe and genuine trading environment through effective Trading Standards Team advice and enforcement activities	
In 2018/19, <b>we will:</b>		Head of Service or Officer Responsible
2.1	Take action against <b>rogue traders</b> , 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 <b>doorstep crimes and scams</b> . (2B)	Rob Vale
2.3	Tackle the sale of <b>age-restricted products</b> , particularly alcohol, tobacco and knives, through test purchase operations. (2C)	Rob Vale

<b>Outcome 3</b>	<b>We will support and regulate businesses</b>
<b>Issues</b>	Food Safety
	Licensing
	Health and Safety
	Business Resilience

<b>Aim</b>	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 2018/19, <b>we will:</b>		Head of Service or Officer Responsible
3.1	Inspect 100% <b>of high-risk food businesses</b> (Risk A and B premises) to ensure food safety standards are met. (3A)	Karen Ryan
3.2	Implement the Action Plan following the Food Standards Agency audit to <b>address the inspection backlog</b> (3B,3C,3D)	Karen Ryan
3.3	Investigate <b>significant complaints, accident reports</b> and other notifications. (3E)	Karen Ryan
3.4	Work closely with the Orpington and Bromley BID Teams in order to <b>support local businesses</b> . (3F)	Karen Ryan
3.5	Undertake targeted operations to <b>ensure businesses abide by licence conditions</b> (3G)	Karen Ryan

<b>Outcome 4</b>	<b>We will protect and improve the environment through effective and responsible enforcement</b>
Issues	Environmental protection
	Complex industrial pollution
	Community noise and nuisance
	Licensing Houses in Multiple Occupation
	Clean Streets
	Planning Enforcement
	Rising numbers of cars leading to congestion, parking issues.
	Parking Enforcement

<b>Aims</b>	<p>To regulate and enforce within the regulatory and statutory frameworks relating to air quality, drainage issues, land contamination, public health nuisance and noise, CCTV, housing enforcement, Disabled Facilities Grants, coroner and mortuary and pest control, through effective Public Protection Team advice and enforcement activities;</p> <p>To focus on promoting behaviour change, working with community and volunteer groups, and taking appropriate action to ensure the street environment meets local needs;</p> <p>To managing parking issues through effective enforcement to balance the needs of motorists, residents and businesses</p> <p>To ensure breaches of planning control are remedied through appropriate enforcement in accordance with the Council's Planning Enforcement Policy</p>	
In 2018/19, <b>we will:</b>		Head of Service or Officer Responsible
4.1	Provide the <b>CCTV monitoring service</b> for town centres and other key areas. (4A)	Jim McGowan
4.2	Develop a computerised system for producing <b>contaminated land reports</b> . (4B)	Jim McGowan
4.3	Work proactively with the community to <b>reduce nuisance, taking enforcement action as necessary</b> . (4C)	Jim McGowan
4.4	Following the installation of the Noise Monitoring Track Keeping System, the Environmental Protection team will continue to <b>monitor noise complaints</b> relating to aviation movements including enforcement for any infringement of the recently adopted Airport Noise Action Plan	Jim McGowan

4.5	<b>Issue licenses</b> for Houses in Multiple Occupation in line with statutory timeframes (4D)	Jim McGowan
4.6	Keep the borough's streets clean and green and <b>reduce litter, dog fouling and fly-tipping</b> through a programme of contracted works, education and enforcement activity. (4E & 4F)	Toby Smith
4.7	Continue to deliver parking enforcement services through our service provider APCOA. (4G-H)	Benjamin Stephens

### Performance Indicators

Performance Indicators		14/15 Actual	15/16 Actual	16/17 Actual	17/18 Target	17/18 Actual	18/19 Target
1A	Number of Community Impact Days	12	12	12	12	12	12
1B	Number of mentoring relationships forged	154	146	145	100	165	100
2A	Number of awareness raising events & training to groups & partners	45	80	115	70	129	70
2B	Number of rapid response interventions resulting in a real saving to consumers	42	54	47	50	41	This is outcome based. The target is to respond to 100% of level 1 calls within 2 hours
2C	Number of test purchase operations to detect the sale of age-restricted products	156	129	113	100	175	100
3A	Number & % of inspections of high-risk businesses undertaken ( Risk A and B food premises)	New	100	100% of Zero score and 96% 1 score	100% 97%	100% (A) 97% (B)	100%(A) 97%(B)

3B	Number of overdue Food Hygiene Inspections Completed	New					648
3C	Number of overdue Food Standards Inspections Completed	New					129
3D	Number of unrated premises inspected	New	-	-	-		427
3E	Number of significant complaints and accident reports/notifications investigated	135	112 complaints investigated. 29 accidents selected for investigation out of 119 reports	387	250 complaints	300 complaints	This is outcome based. The target is to investigate to 100% complaints, accidents and notifications
3F	Evidence of work/actions that support the Orpington and Bromley BID Teams	new	-	-	-	-	--
3G	No of targeted operations to ensure businesses abide by licence conditions	New	-	-	-	-	4
4A	Number of packages of evidence supplied	new	660	717	700	115*	650
4B	Number of reports produced on contaminated land	20	26	?	32	32	This is outcome based. There cannot be a target as it will depend on number of requests
4C	Number of notices served (nuisance and pollution)	New	-	-	-	-	This is outcome based. There cannot be a target as it will depend on number of nuisances witnessed
4D	Number and % of HMO Licenses issued in time	New	-	-	-	-	This is outcome

							based. The target is to issue 100% within the statutory timeframe
4E	Fly-tipping enforcement actions (NI 196i)	375	330	328	325	258	300
4F	Fly-tipping Incidents (NI 196ii)	3377	3343	3246	3250	3067	3000
4G	Appeals heard by the Environment and Traffic Adjudicators (ETA) against PCNs issued by LBB (ES8)	459	331	274	300	213	300
4H	ETA cases won by LBB (ES9) (% of cases heard)	74	75	81	80	80	80
4I	Cases where investigations of breaches of planning control are completed	<b>New</b>					This is outcome based. There cannot be a target as it will depend on number breaches reported

\*a software update enabled multiple packages to be spliced and provided on a single disk