

| Quarter One - Substantive Discussion Progress Against Priority One of the Safer Bromley Partnership Strategy: | Rag Status |
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| Priority One - Safer Neighbourhoods | |
| Partner - Community Safety | |
| <p>Priority One Safer Neighbourhoods looks at the crime and anti-social behaviour that concern our residents the most, and that MOPAC has identified as relevant to our borough.</p> <p>The main Partner her is the Met Police, and we work in partnership with them wherever possible and appropriate to tackling the issues across the borough as well as well as targeting resources on those areas that are highlighted as hot-spots.</p> <p>There are 4 sub-priorities that have been agreed here, these are:</p> <ol style="list-style-type: none"> 1. Non-domestic Violence with Injury; 2. Residential Burglary; 3. ASB; 4. Crimes Against the Elderly and Vulnerable (Financial Abuse). <p>Sub-priorities 1,3 and 4 have actions from the Community Safety Team.</p> | |
| <p>1. Non-domestic Violence with injury –</p> <p>Violence Reduction Action Plan Refresh</p> <p>The Community Safety Team has governance over the Violent Reduction Action Plan. As previously informed, Steve Bending from the Violence Reduction Unit (City Hall) virtually visited Bromley last year to ascertain progress against the plan. The visit participants included the Chief Executive BCU Leadership, and Community Safety Leads (AD Public Protection, Tony Baldock Head of Service Community Safety and Environmental and domestic regulation, and Rob Vale Head of Service Trading Standards and Commercial Regulation.)</p> <p>Following this, the VRU announced that the plan was to be refreshed in September 2020, and accordingly all partners reviewed the amended themes and updated the plan, and the refreshed plan was submitted ahead of the deadline. The refreshed plan retained included the optional actions carried forwards, and the new mandatory actions.</p> <p>In January 2021 the Leader and the CEX received the formal feedback from the VRU on the plan, the headline comments were:</p> <p>This is a commendably comprehensive action plan that demonstrates a strong partnership approach to reduce violence and vulnerability in Bromley. The borough developed an impressive plan last year and it is good to see how this has progressed further, with the inclusion of some innovative activity and a collective sense of leadership demonstrated throughout.</p> | |

As the VRU is keen to further develop its relationship with each borough and provide tangible support, they provided a pro-forma for each authority to populate, so as to develop bespoke support for us.

Following the above, Steve Bending visited the AD of Public Protection, Chief Inspector Craig Knight and DCI Lewis Collins virtually on the 24th May 2021. Again, Steve Bending gave context to the meeting, following on from feedback of the action plan. Bromley has a strong action plan that clearly showed strong delivery to reducing violence. The support that we requested was:

- To develop a repository borough VRAPs so we can generate new thinking on how to deliver the actions
- To develop a best practise document
- To develop a basket containing offers that the VRU can provide for each borough, and each borough choose 2
- That a weighting be applied to the VRAP actions, so that they could be prioritised in meaningful way
- To develop strategic analysis should that sets out the rational for priorities, which in turn should then determine the resources allocated to them.
- Support to move to evidence-based policing and partnership, so local strategic priorities could be best decided
- That analysis be supplied that shows how violence reduction creates a ROI for other services e.g. education, NHS etc

The issues we discussed were:

- With regards to analysis, we discussed that this issues with understanding what success looks like
- Understanding how resources (money) and resource allocation (time) impact on delivery
- The need analytical support in Met and LA- so that we all speak the same language and then link this into strategic assessments for councils and MOPAC
- There is a risk in current times of headline incidents creating pressure for prioritising more and more areas of work, without understanding that finite resources mean something else will have to be de-prioritised.
- Community engagement- consistent theme that has come up across majority of boroughs

Finally, all partners have completed their April 2021 updates, and these have been submitted to the VRU

TTCG

Community Safety representatives continue to attend the TTCG meetings, and are able to contribute to the tasking that arises from that group.

YOS Board

The membership of the YOS Board has been ratified, and the AD of Public Protection remains as a member, and continues to have oversight for services (Community Safety and ASB Teams) that have a direct impact on the Youth Justice Strategy 2019-21. Representation at this level ensures that the Board understand the remits of the services within the Public Protection division, that they understand the interconnectivity between Community Safety and YOS, and affords the opportunity to provide updates on specific cases and themes as required. Representation is made at every board, and any tasking that can be delivered by, or enhanced by the services within the Community Safety remit are captured, actioned and progressed.

Weekly BCU Leadership and Heads of Community Safety virtual meetings

Until his departure from Bromley, Tony Baldock attended the weekly meetings with BCU leadership- this ensures that all partnerships in the borough are aware of emerging themes, and can develop a local response. For example, as a result of COVID, LBB produced the joint enforcement approach for the BCU. Moving forwards Joanne Stowell will continue.

2. Burglary

Since the 2019 figures were published Burglary has fallen by 44.45%. Bromley has 0.15 Burglary offences per 1000 population. Bromley is ranked in the bottom quartile of the 32 Boroughs of London for number of offences. The reduction equates to 1158 fewer offences. Clearly COVID has had an enormous impact on this.

Since March of this year the number of offences has fallen monthly.

However Bromley suffered 1130 dwelling burglaries last year and 149 offences reported in May. The top 5 wards for Burglary dwelling are:

1. Cray Valley East
2. Cray Valley West
3. Copers Cope
4. Crystal Palace
5. Bromley Town

The Cray Valley issues relate to a number of high value burglaries. This series features in the monthly TTCG agenda. Foot patrols of the areas have been conducted and a number of intelligence submissions made in the last quarter of people stopped and searched. There is a current Burglary operation which will shortly be in the arrest phases of the operation.

There is a root and branch review of burglary offences being undertaken outlined below which should lead to increased opportunity for detections and learning of best practice across the BCU and in Bromley.

3. ASB

COVID ASB

This quarter the BCU has continued to work in partnership with Community Safety to deliver joint work on COVID.

Quad Bikes Paul's Cray Hill Park

Ongoing nuisance has been reported from off road bikes being used in this particular park, and open spaces within the Cray areas.

The SN Police carried out several operations together with social media communications to tackle the issue to great effect, however, it appears as if the issue is relocating to Elmstead Woods, and action will be developed to target this area.

CRAG and ASBAG

The Crime Reduction Action Group continues to meet alongside the Anti- Social Behaviour Action Group.

Latest updates:

Clarion

Extremely busy with ASB type issues and DA and DV increased. Now engaged with the DRIVE program and also working to refresh the MARRAC via the steering group. Also assisting LBB Housing colleagues who are responsible for Star Lane with PPE.

LBB Street Enforcement

Fly tipping still at high levels especially in rural locations. Works are continuing in regards to defences as far as is possible. Working with local land-owners to investigate options to control off road motorcycle issues also. Ward Security active in LBB owned land and picking up on nuisance issues such as groups of drinkers.

LBB Housing

Rough sleeper audit revealed 58 rough sleepers in LBB. Large number not actually homeless and lots of begging thought to be organised using individuals likely to be being exploited. Outreach worker in post for rapid response for street homeless and funding being sought to increase length of contract. Home Office funding now closed for rough sleepers during COVID but bids for staffing being pursued. Outreach services in place for street community via CGL, Thames Reach etc. 3 long term rough sleepers present in LBB and Housing are working with these known individuals.

LBB Community Safety

MPS advised re the likely exploitation of street beggars and request made for ANPR to be used to capture vehicle details if dropping off points can be established.

Mediation via CALM provision may be available - Mark Atkinson is LBB point of contact and Gate Keeper.

MPS

Problems seen with takeaway drinking outside licensed premises in first unlocking not yet been experienced. MPS will have significant resource issues as the summer progresses and it would be very useful to do some forward planning around current issues of concerns related to ASB such as off-road motorcycles.. Would recommend visit to Star Lane for anyone dealing with issues to get sense of perspective.

SNASB (Statutory Nuisance and ASB Team)

The joint team to deal with statutory nuisance and ASB is now in place and a common problem-solving approach being used to resolve cases.

The SNASB Team receives over 3000 service requests for nuisance and ASB every year, and the availability of resources means that there are many occasions when more service requests are received than the Team can immediately respond to. Each complaint service received (regardless of whether it results in a site visit or not), takes time to record and investigate; and in order to ensure that all residents and businesses have appropriate access to the SNASB Team services, as such, a service offer this is being produced, and this sets out how the resources of the team will be used fairly and effectively to ensure that issues are investigated and progressed in an appropriate way.

Just as Local Authorities have a statutory duty to investigate statutory nuisance, all social housing landlords (including those Local Authorities who maintain this role), have a duty to publish policies and procedures to help them deal with reports of general nuisance and ASB.

The Council is not a social landlord, and transferred ownership of its social housing stock to a housing association, Broomleigh, in 1992. The stock is now owned by the Clarion Group, the UK's largest social housing provider. 80% of the social homes in Bromley are owned and managed by Clarion, with Hyde Housing Association, A2 Dominion and Amicus Horizon also having significant amounts of housing stock. These and other housing associations with stock in the Borough work together as the Bromley Federation of Housing Associations to promote social and affordable housing and to maintain a strong and constructive relationship with the Council.

The RSL's that operate within this borough have produced written arrangements for reporting problems of general nuisance and ASB, and these include clear response times for addressing these issues. In addition, they also have systems for registering any complaints about service failure.

ASB from RSL Tenants

In instances where the SNASB Team receive a complaint from an RSL tenant concerning general nuisance or ASB arising from another RSL tenant, or from a situation arising from an area in their control (e.g. the common grounds on estates, community areas etc.), officers will advise the resident to report the issue directly to the RSL in the first instance, so as to give them the opportunity to resolve the issue.

As RSLs have dedicated teams to deal with tenancy issues, general nuisance and ASB, and the Council has an expectation that they (in the first instance) should apply their own policies to resolve issues, without drawing unnecessarily on Council resources.

At the point where the tenant can demonstrate that they have exhausted the procedure as described above, and where the investigating officer determines that there is an actionable case of ASB, the SNASB Team will progress the matter.

Ultimately the RSL as a landlord can be held responsible (by default or sufferance) and accountable for the actions and behaviours of their tenants, if they have been made aware of the issue. If this is the case, and have failed to resolve it, the Council will consider enforcement action against the group or individual who has caused the problem, or if appropriate, the RSL itself.

4. Financial Crimes Against the Elderly and Otherwise Vulnerable

An additional high-volume crime has been included within Priority One Safer Neighbourhoods, and that being financial abuse of the elderly and otherwise vulnerable. Although this is not a MOPAC priority, it has been included to capture the work carried out by Bromley Trading Standards in relation to scams and doorstep crime. It is hoped that the inclusion of this priority will prevent older residents from becoming victims of scams and doorstep crime, enable them to stay within their homes, and further contribute to reducing their dependence on social care support, which is a common outcome for the elderly who become victims.

During Quarter 1 the following has been noted by Trading Standards:

- A total of 676 complaints were made to the Citizens Advice Consumer Helpline during April and May 2021.
- Of these, 139 were transferred to LBB Trading Standards for further investigation/advice.
- 43 of these cases related to scams or doorstep crime.
- A significant number of the scam complaints (36%) involved investment fraud with an average loss to the resident of £46,928.

- Rogue builders and gardeners/tree surgeons accounted for most of the doorstep crime complaints and the average loss to the resident was £1,696.
- Early interventions and advice saved residents £15,610.
- LBB has become a Friends Against Scams Organisation, with a lead role for Trading Standards

Case Study:

“It felt as if I had burglars in the house and I was a bit scared of what they would do if I said I wasn’t going to write anymore cheques; they might have turned on me”.

These are the words of a 74 year old female resident who was cold called by two Bromley based gardeners and charged £18,640 for work which an expert estimated to be worth no more than £1,600. Following the initial cold call, the two men returned to the victim 12 times, each time demanding payment for work for routine gardening maintenance. The fraud came to light when the victim's bank alerted Bromley Trading Standards who then conducted an investigation under the Fraud Act 2006. Both defendants pleaded guilty to fraud charges at Bromley Magistrates Court in May 2021 and the matter was referred to Croydon Crown for sentencing in Jun 2021. In a victim impact statement the resident said ***“After Trading Standards fitted a camera on my front door, I felt a lot safer. I felt as if I could say ‘No more, I’ve got this now’.***

5. Impact of COVID 19 on Business as Usual (of any)

On 22 February 2021, the Government announced the roadmap out of the national lockdown. The plan is made up of four parts, with the first part focusing on the reopening of schools and colleges, which began on 8 March 2021 (STEP ONE A).

The next stage of the roadmap commenced on 29 March 2021 (STEP ONE B) with outdoor sports facilities such as tennis and basketball courts, and open-air swimming pools, being allowed to reopen, and people will be able to take part in formally organised outdoor sports.

STEP TWO on the 12th of April saw the reopening of outdoor hospitality, including pubs, cafes, and restaurants. To support these businesses to reopen safely, the government legislated to enable them to set up outdoor shelters and marquees without planning permissions. Guidance was provided for how these structures can be set up safely and what conditions they need to meet to be considered “outdoors”. For instance – in line with the existing rules for outdoor smoking areas – shelters, marquees and other structures erected by hospitality and other businesses can have a roof but need to have at least 50% of the area of their walls always open whilst in use.

Public Protection has endeavoured to ensure that this guidance is applied proportionately and consistently in our borough to support businesses to reopen safely and have applied flexible interpretations of this rule wherever possible.

Further easing also allowed the re-opening of non-essential retail, personal care premises such as hairdressers, beauty and nail salons and indoor leisure facilities such

as gyms and spas, the majority of outdoor settings and attractions, including outdoor hospitality, zoos, theme parks, drive-in cinemas and drive-in performances events.

| 12th April 2021 to 23rd May 2021 | | | |
|---|--|-----------------|------------------------------------|
| Number of covid-secure / business closure compliance visits or checks have been completed | Follow up contacts (emails, telephone calls, advice materials) | Compliance rate | Number of written notices/warnings |
| 1,185 | 248 | 91.7% | 27 |

STEP THREE commenced on 17th May 2021 allowing the re-opening of indoor hospitality including restaurants, cafes and pubs as well as indoor entertainment venues such as cinemas and children's play areas; the rest of the accommodation sector, including hotels, hostels and B&Bs; and indoor adult group sports and exercise classes.

Initial visits in the first week of STEP THREE showed positive levels of compliance, as such Public Protection will be focussing on responding to complaints, areas of concern where infections are seen to be increasing, as well as a day of action in the run up to STEP 4 if that date is pushed back by the government.

COVID 19 Activity in relation to the identified themes in (1,2 and 4)

See above