



Public Protection and Enforcement

Portfolio Plan for 2022/23

Introduction

Message from Councillor Angela Page

Public Protection and Enforcement Portfolio Holder



Safety remains of critical importance to us all, with many council services primarily focussed on keeping us safe and protecting us from harm in a variety of ways. This latest Public Protection and Enforcement Portfolio plan outlines what our priorities are and how we are doing this in the year ahead.

We have successfully protected residents from ruthless rogue traders for instance, who have often sought to exploit residents seen as more vulnerable and this work to counter that ever present threat will continue. Likewise, we will also continue to inspect and work with businesses to ensure they comply with a range of legislative requirements, including licensing, which are often designed to protect consumers, with enforcement and prosecution a last but necessary resort. Our Trading Standards checked initiative is also just one example of how we are seeking to protect residents and consumers as they seek out bonafide firms to carry out a range of work.

We will also take action to ensure that everyone complies with planning legislation and prosecute where there have been planning breaches, thereby protecting the local amenity for us all and especially locally affected residents. We will also protect the rights of Blue Badge holders to park in more convenient locations by prosecuting those who seek to abuse the scheme.

Public Protection is all encompassing and not the responsibility of one organisation. A range of partners work together as part of the Safer Bromley partnership, including the Police, with the Council leading this partnership work. Voluntary groups also have a key role, with the Safer Neighbourhood Board also part of this for instance. Ultimately, we all have a part to play, especially by reporting problems to the relevant agency. By reporting crime to Police and coming forwards as a witness, they are able to respond. By reporting flytipping to the council for instance, this can be actioned, with the flytip removed but also investigated.

Our Borough continues to have a reputation for being a safe place to live, work and spend leisure time. Thank you for your support, for playing your part and thank you on behalf of us all to the many dedicated staff who do so much to help keep us all safe. As this portfolio plan outlines, we will keep working to protect us all and to make improvements where we can.

Our priorities

This Portfolio Plan is shaped around the delivery of the following priorities:

Priority 1 **We will keep Bromley safe**

We will take an intelligence-led, partnership approach, working with public sector agencies, businesses, and local communities to reduce crime, environmental crime, and improve public safety, through reactive and proactive enforcement activity, at regulated premises, activities, processes, and across the wider environment.

Priority 2 **We will protect consumers**

We will maintain our community safety, trading standards and environmental health services, to protect the residents of Bromley, particularly the elderly and vulnerable.

We will ensure there is a fair-trading environment by encouraging commercial compliance with pricing, measurement, and intellectual property rights, including with lettings and landlords. We will achieve this through effective, responsible, and proportionate enforcement.

Priority 3 **We will support and regulate businesses**

We will follow the approach detailed in our enforcement policy with a risk-based, targeted, flexible, and proportionate approach to regulatory inspection and enforcement.

There will be a graduated approach of advice, education, warning, and proportionate enforcement for all but the most serious of issues. This will ensure that our regulators are efficient, effective, and helpful, and avoid imposing unnecessary burdens on those businesses being brought into compliance.

Priority 4 **We will protect and improve the environment through custodianship and effective and responsible enforcement**

We have environmental strategies to improve local air quality and address land contamination and will work with officers from other services to deliver corporate actions to address the climate emergency.

We will manage parking issues through effective enforcement, to balance the needs of motorists, residents, and businesses.

We will make a difference to people's lives by promoting healthier, fairer, and safer environments at home, work, leisure and in the wider environment by having appropriate work instructions, policies, and protocols. We will provide compliance advice and take proportionate regulatory enforcement.

We will promote behaviour change and support compliance by working with businesses, partners, volunteers and the wider community.

We will take appropriate action to ensure the street environment meets local needs.

We will undertake enforcement activity around issues relating to anti-social behavior, illegal incursion, dog attack and drug abuse in our parks and open spaces.

Priority 5**We will provide value for money**

We will focus on service outcomes, using rigorous financial evaluation, including metrics such as the social return on investment, to establish the full impact of a service programme and its value to the public.

We will proactively and regularly review external sources of funding, income generation activities, fees and charges, benchmark against other local authorities, and ensure we are considering efficient operating models.

All 5 priorities will be delivered in accordance with a commitment to improve customer service. We will ensure our decision making is transparent and supported by sound governance and will ensure high quality contract monitoring and strong internal performance management.

Priority 1

We will keep Bromley safe

Our Ambitions:

The priority aligns to the following *Making Bromley Even Better* ambitions:

- Priority 1 – For children and young people to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.
- Priority 2 – For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence, and making choices.
- Priority 3 – For people to make their homes in Bromley and for business, enterprise and the third sector to prosper.
- Priority 4 – For residents to live responsibly and prosper in a safe, clean, and green environment great for today and a sustainable future.

Strategic links:

This priority has links with the following strategic plans and local policies:

- Making Bromley Even Better (Ambitions 1, 2, 3 and 4)
- Bromley Child Sexual Exploitation Strategy 2017
- Bromley Safeguarding Children Partnership Policies
- Bromley Safeguarding Adults Board Strategy 2020-23
- Children's and Young Peoples Plan 2018-21
- Domestic Abuse Strategy 2021-24
- Homelessness Strategy 2018-23
- Local Violence & Vulnerability Plan 2021 (previously the Violence Reduction Action Plan)
- Police and Crime Plan 2017-21
- Police and Crime Plan 2021-23
- Public Protection Enforcement Policy 2020
- Private Rented Sector Housing Enforcement Policy 2021
- Safer Bromley Partnership Strategy 2020-23
- Youth Justice Strategy 2020-23

What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	TARGET DATE	LEAD
Manage high volume and problematic areas of enviro-crime related ASB	Tackle enviro-crime and anti-social behaviour through the delivery of targeted, intelligence-led operations with partners (1A)	1. Deliver 12 Community Impact Days	31 st March 2023	Head of Service for Community Safety, Environmental and Domestic Regulation

<p>Develop and deliver the Safer Bromley Partnership Board Strategy 2020-23</p>	<p>Deliver to:</p> <p>Priority 1 – Safer Neighbourhoods Priority 2 – Reducing Violence Against Women and Girls Priority 3 – Keeping Young People Safe Priority 4 – Standing Together Against Hate and Extremism (1B, 1C,1D, 1E)</p>	<ol style="list-style-type: none"> 2. Safer Bromley Partnership Board to be held quarterly and chaired by the Assistant Director of Public Protection or Director of Environment 3. Public Protection Services will present quarterly updates to the Safer Bromley Partnership Board on progress against the Safer Bromley Partnership Strategy priorities 4. Successful scrutiny of the Safer Bromley Partnership action outcomes by the Public Protection & Enforcement Policy Decision Scrutiny Committee (in their role as Crime and Disorder Committee) 5. Attend the Tactical Tasking Coordination Group (TTCG) monthly to track local crime trends 6. Attend the Joint Action Group to deliver a coordinated approach to solving ASB problems 7. Attend the quarterly Prevent meetings 8. Reduction of non-domestic violence with injury 9. Reduction in residential burglary 10. Protection of elderly and vulnerable people from becoming victims of scams 11. Produce an annual crime needs assessment 12. Attend daily meetings with the Police leadership team to track and respond to emerging community safety issues 13. Manage the Domestic Homicide Review process 14. Sign off the Domestic Homicide Review process 	<p>31st March 2023</p>	<p>Assistant Director of Public Protection</p> <p>Director of Environment</p> <p>Head of Service Community Safety, Environmental and Domestic Regulation Head of Service for Trading Standards and Commercial Regulation</p>
<p>Provide a strategic lead to tackle gangs and serious youth violence</p>	<p>Provide a strategic lead to tackle gangs and serious youth violence through the delivery of the Violence and Vulnerability Plan.</p>	<ol style="list-style-type: none"> 15. Governance of the Local Violence and Vulnerability Action Plan (previously the Violence Reduction Action Plan) 	<p>Quarterly</p>	<p>Assistant Director of Public Protection</p>

		<ul style="list-style-type: none"> 16. Maintain the Local Violence and Vulnerability Plan 17. Community Safety representation at the Youth Offending Service Board 	31 st March 2023	Head of Service Community Safety, Environmental and Domestic Regulation
Fulfil our duties under the Civil Contingencies Act 2004	Prepare, exercise/test and update our Civil Contingencies arrangements, and ensure that, whilst responding to an incident and / or business interruption, our core essential public services continue to be delivered.	<ul style="list-style-type: none"> 18. Appropriate incident responses 19. Delivery of ongoing training 20. Undertaking of training exercises 21. Ongoing development of the Resilience Standards for London 22. Ongoing maintenance of Business Continuity Plans 	31 st March 2023	Emergency Planning and Corporate Resilience Manager
Fulfil our statutory duties pertaining to the COVID-19 pandemic	Provide the required strategic oversight and operational response to enable COVID-19 secure behaviour in the public realm to make public spaces as safe as possible during the COVID-19 pandemic	<ul style="list-style-type: none"> 23. Complete the required COVID-19 statutory returns as required by Government. 24. Attend the Health Protection COVID-19 Board 	31 st March 2023	Head of Service Trading Standards and Commercial Regulation Assistant Director of Public Protection

Priority 2 We will protect consumers

Our Ambitions:

The priority aligns to the following *Making Bromley Even Better* ambitions:

- Priority 1 – For children and young people to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.
- Priority 2 – For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence, and making choices.
- Priority 3 – For people to make their homes in Bromley and for business, enterprise and the third sector to prosper.
- Priority 4 – For residents to live responsibly and prosper in a safe, clean, and green environment great for today and a sustainable future.

Strategic links:

This priority has links with the following strategic plans and local policies:

- Making Bromley Even Better (Ambitions 1, 2, 3 and 4)
- Bromley Safeguarding Children Partnership Policies
- Bromley Safeguarding Adults Board Strategy 2020-23
- Children’s and Young Peoples Plan 2018-21
- Public Protection Enforcement Policy 2020
- Private Rented Sector Housing Enforcement Policy 2021
- Safer Bromley Partnership Strategy 2020-23

What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	TARGET DATE	LEAD
Protect the borough’s most vulnerable residents from rogue traders	Act against rogue traders, particularly those who target the vulnerable, through early intervention and enforcement working with a range of partners	25A. Deliver 50 awareness raising or training events to vulnerable groups and partners 25B. Disseminate 25 TS Alerts on emerging topics including doorstep crime and scams Note – The ability to deliver the above will depend on Government COVID-19 restrictions	31 st March 2023	Trading Standards Manager

<p>Recognise that financial abuse of the elderly (or other vulnerable residents) is akin to a hate crime</p>	<p>Provide a rapid response service to all victims of doorstep crimes and scams</p>	<p>26. 100% of rapid response interventions responded to within 2 hours</p> <p>Note – The ability to deliver the above will depend on Government COVID-19 restrictions</p>	<p>31st March 2023</p>	<p>Trading Standards Manager</p>
<p>Keep our young people safe and contribute to public health and wellbeing</p>	<p>Address the sale of age-restricted products, particularly alcohol, tobacco, and knives, through test purchase operations</p>	<p>27. Undertake a programme of ‘Challenge 25’ compliance checks and test purchasing for age restricted products</p> <p>28. Take robust enforcement actions against businesses that sell age restricted products to children and young people</p> <p>Note – The ability to deliver the above will depend on Government COVID-19 restrictions</p>	<p>31st March 2023</p>	<p>Trading Standards Manager</p>
<p>Ensure a safe and competitive trading environment</p>	<p>Address traders and businesses who operate illegally thus putting consumers at risk and reputable businesses at a trading disadvantage. Continue the effective use of all available intelligence and related information. Highlight emerging issues and target resources at activities that will have the greatest impact.</p>	<p>29. Apply a risk-based, targeted, and flexible and proportionate approach to regulatory enforcement through the use of the Division’s enforcement policy.</p>	<p>31st March 2023</p>	<p>Trading Standards Manager</p> <p>Food Safety Manager</p> <p>Licencing & Health & Safety Manager</p> <p>Statutory Nuisance & Anti-Social Behaviour Manager</p>

Priority 3	We will support and regulate businesses	
Our Ambitions:	Strategic links:	
<p>The priority aligns to the following <i>Making Bromley Even Better</i> ambitions:</p> <ul style="list-style-type: none"> • Priority 1 – For children and young people to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home. • Priority 2 – For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence, and making choices. • Priority 3 – For people to make their homes in Bromley and for business, enterprise and the third sector to prosper. • Priority 4 – For residents to live responsibly and prosper in a safe, clean, and green environment great for today and a sustainable future. 	<p>This priority has links with the following strategic plans:</p> <ul style="list-style-type: none"> • Making Bromley Even Better (Ambitions 1, 2, 3 & 4) • Food Safety Service Plan 2021-22 • Public Protection Enforcement Policy 2020 • Public Health 	

What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	TARGET DATE	LEAD
<p>Ensure a minimum standard of hygiene in food business to reduce the occurrence of ill health through food borne disease.</p>	<p>Ensure that the Food Safety Agency (FSA) Recovery plan phases 1 and 2 are delivered.</p> <p>Ensure the Food Safety Service is delivered in accordance with the Food Law Code of Practice (FLCoP)</p> <p>Inspect 100% of high-risk food businesses to ensure food safety standards are met, and ensure through education and enforcement, that food intended for human consumption which is produced and/or sold in Bromley is safe to eat and complies with food safety requirements.</p> <p>Delivery of the Food Standards Agency's (FSA's) Recovery Plan (FLCoP).</p>	<p>30. Delivery of the due and overdue Food Hygiene Inspections as detailed in the Food Safety Plan 2021-22 having regard to the FSA's recovery plan</p> <p>31. Respond to 100% of food alerts from the FSA</p> <p>32. Participate in intelligence-led food sampling and regional sampling programmes, for both analysis and examination</p> <p>Note – The ability to deliver the above will depend on Government COVID-19 restrictions</p>	<p>31st March 2023</p>	<p>Food Safety Manager</p>

ACTION	DETAIL	MEASURES OF SUCCESS	TARGET DATE	LEAD
	Undertake intelligence-led food sampling, participation in regional sampling programmes for both analysis and examination and for responding to food alerts.			
Investigate of outbreaks and food related infectious disease	Ensure that specialist colleagues from Public Health and PHE are supported in investigating and managing disease outbreaks	33. Respond to 100% Infectious Disease Notifications	31 st March 2023	Food Safety Manager
Regulate food businesses and licensed premises, ensuring the licensing objectives are adhered to	Investigate and take appropriate action concerning complaints about food premises (3H) and licensed premises (3I) and those with reported health and safety issues – to protect public health	34. Respond to 75% complaints/enquiries about food and food premises within 5 working days 35. Investigate 100% all complaints raised against licensed premises 36. Investigate 100% of all complaints pertaining to health and safety that are within the Local Authority's remit	31 st March 2023	Food Safety Manager Licensing & Health & Safety Manager Statutory Nuisance & ASB Manager
Assist businesses with compliance with COVID -19 regulations	Provide advice to educate businesses to operate in a COVID-19 compliant manner – to protect public health	37. Respond to requests for business advice within 5 working days. Keep abreast of changing legislation and provide sector advice where necessary.	31 st March 2023	Head of Service Trading Standards and Commercial Regulation

Priority 4

We will protect and improve the environment through custodianship and effective enforcement

Our Ambitions:

The priority aligns to the following *Making Bromley Even Better* ambitions:

- Priority 1 – For children and young people to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.
- Priority 2 – For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
- Priority 3 – For people to make their homes in Bromley and for business, enterprise and the third sector to prosper.
- Priority 4 – For residents to live responsibly and prosper in a safe, clean and green environment great for today and a sustainable future

Strategic links:

This priority has links with the following strategic plans and local policies:

- Making Bromley Even Better (Ambition 1, 2, 3 & 4)
- Air Quality Action Plan 2020-25
- Net Zero Carbon Strategy 2027
- Public Protection Enforcement Policy 2020
- Private Rented Sector Housing Enforcement Policy 2021
- Revised Amenity Standards for HMOs 2021
- Statement of Gambling Policy 2019-22
- Statement of Licensing Policy 2021-26

What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	TARGET DATE	LEAD
Monitor the CCTV system for the purposes of public safety, crime prevention, and crime detection. (It may also be used for the purpose of detecting other	Keep residents safe through appropriate and proportionate use of CCTV in public spaces	38. Monthly contract meetings with the monitoring and maintenance providers to assess progress against the KPIs 39. Provision of requested CCTV evidence (100%) 40. Review CCTV provision annually	31 st March 2023	Head of Service Trading Standards and Commercial Regulation Contracts and Projects Manager

street-based offences).				
Produce an Air Quality Annual Status Report	<p>Prepare the annual Air Quality Status Report (ASR – to provide an update on air quality monitoring and report on the progress being made on delivering the Air Quality Action Plan (AQAP) actions</p> <p>An Air Quality Action Plan (AQAP) must be produced as part of Bromley's duty under the London Local Air Quality Management Framework. The Council's AQAP 2020-25 outlines the actions that all partners will take to improve air quality in the Borough</p>	<p>41. Production of the annual ASR</p> <p>42. Presentation of the annual ASR for scrutiny by the Environment PDS Committee</p> <p>43. Deliver the Public Protection actions in the AQAP</p>	<p>September 2022</p> <p>September 2022</p> <p>31st March 2025</p>	<p>Manager of Environmental Pollution and Private Rented Sector (PRS)</p>
Investigate complaints of nuisance and enforce in accordance with the regulatory framework	<p>Fulfil the statutory duty to investigate and detect statutory nuisances, taking enforcement action as necessary</p>	<p>44. Serve statutory notices for 100% of Statutory Nuisances identified. (No of Notices served & outcome monitoring)</p>	<p>31st March 2023</p>	<p>Manager of Statutory Nuisance & ASB Team</p>
Monitor the effectiveness of the Biggin Hill Noise Action Plan	<p>Continue to monitor noise complaints relating to aviation movements including enforcement for any infringement of the adopted Biggin Hill Airport Noise Action Plan</p>	<p>45. Review the actions of the Safety and Noise Review Board (SANARB) regarding actions taken against those who have failed to abide by published noise control procedures</p>	<p>31st March 2023</p>	<p>Head of Service Community Safety, Environmental and Domestic Regulation</p>
Monitor development and investigate potential breaches of planning control	<p>Ensure breaches of planning control are remedied through appropriate enforcement in accordance with the Council's Planning Enforcement Policy</p>	<p>46. Cases where investigations of breaches of planning control are completed (100%)</p>	<p>31st March 2023</p>	<p>Development Control Manager</p>
Regulate and improve residential conditions in HMOs	<p>Validate and issue licences for Houses in Multiple Occupation (HMO)</p>	<p>47. No of validated licenses for HMO issued (100%)</p>	<p>31st March 2023</p>	<p>Manager of Environmental Pollution and Private Rented Sector Housing</p>
Investigate and enforce complaints	<p>Keep the borough's streets clean and green and reduce litter, dog fouling and fly-tipping</p>	<p>48. Total Number of Fly-tipping incidents (No.)</p>	<p>31st March 2023</p>	<p>Neighbourhood Enforcement Manager</p>

of enviro-crime in accordance with the regulatory framework	through a programme of contracted works, education and enforcement activity	49. Total Number of open fly-tipping incident investigations (No.) 50. Fly-tipping % of closed cases where action has been taken (where evidence was available) (%)		
Control parking in the borough for the benefit of all residents	Continue to deliver parking enforcement services through APCOA, the Council's contracted service provider	51. Parking Appeals against no of PCNs issued heard by adjudicators (No.) 52. Parking ETA cases won by LBB (80% of cases heard)	31 st March 2023	Head of Service Shared Parking Services. Assistant Director of Traffic and Parking
Enforce COVID -19 Regulations	Investigate and take appropriate action concerning reports alleging non-compliance with COVID-19 Regulations	53. Having regard to agreed COVID-19 enforcement protocols; investigate, engage and advise local business, undertake reactive inspections, encourage compliance, and enforce as required	31 st March 2023	Head of Service Trading Standards and Commercial Regulation
Refresh the Contaminated Land Strategy	Develop and publish a strategy to identify and remediate brownfield and contaminated land in the Borough	54. Produce a refreshed strategy and present to the Environment PDS	31 st March 2023	Manager of Environmental Pollution and Private Rented Sector Housing Head of Service Community Safety, Environmental and Domestic Regulation

Priority 5

We will provide value for money

Our Ambitions:

The priority aligns to the following *Making Bromley Even Better* ambitions:

- Priority 5 – To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.

Strategic links:

This priority has links with the following strategic plans and local polices:

- Making Bromley Even Better (Ambition 5)
- LBB Budget
- Environment Department Budget
- Public Protection Budget

- Public Protection Fees & Charges

What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	TARGET DATE	LEAD
Ensure fees and charges are fair and representative of their cost	Benchmark and review all fees and charges annually	All fees and charges reviewed annually	31 st March 2023	Assistant Director of Public Protection
Maximise external funding into the division	Positively look for and apply for external grant funding to support the delivery of projects and the delivery of discrete workstreams	Applications made to all relevant and suitable grants available	31 st March 2023	Assistant Director of Public Protection
Maximise service value	Positively explore partnership and joint working arrangements to add value to service delivery	Devise and adopt memorandums of understanding, joint working protocols and partnership arrangements that add value to both established and any new service areas	31 st March 2023	Assistant Director of Public Protection

Performance Indicators

Number	Performance Indicators	22/23 Target
Priority 1	We will keep Bromley safe	
1A	Number of Community Impact Days (No.)	12*
1B	Number of meetings attended (COVID Meetings) outcome	100%
1C	Number of Safer Bromley Partnership Boards held	4
1D	Number of quarterly reports provided by Public Protection to the Safer Bromley Partnership Board	4
1E	Number of Prevent Boards attended	4
1F	Completion of Covid returns (outcome)	100%
Priority 2	We will protect consumers	
2A	Number of awareness raising & training events to vulnerable groups & their partners (No.)	50*
2B	Rapid response interventions responded to within 2 hours (%)	100%
2C	Complete all test purchases following all failed Challenge 25 test purchase which result in a sale of an age restricted product	100%

2D	To disseminate 25 Alerts on emerging topics including doorstep crime and scams	25
Priority 3	We will support and regulate businesses	
3A	Due Inspections of high-risk food businesses undertaken (%) (Risk A and B food premises)	100% (tbc)
3B	Due Inspections of food businesses undertaken (%) (Risk C-E food premises)	100% (tbc)
3C	Inspection of unrated new premises	100% (tbc)
3D	Inspection of unrated existing premises	100% (tbc)
3E	Overdue Inspections of high-risk food businesses undertaken (%) (Risk A and B food premises)	100% (tbc)
3F	Overdue Inspections of food businesses undertaken (%) (Risk C-E food premises)	100% (tbc)
3G	Respond to food alerts from the FSA (outcome)	100%
3H	Respond to Infectious Disease Notifications (%) (outcome)	100%
3I	Respond to complaints/enquiries about food and food premises within 5 working days (%) (outcome)	80%
Priority 4	We will protect and improve the environment through custodianship and effective and responsible enforcement	
4A	Supply of CCTV data on request by appropriate agencies .	100%
4B	Serve statutory notices where appropriate (nuisance and pollution) (%) outcome based	100%
4C	Completed cases where investigations of breaches of planning control are identified (%) (outcome)	100%
4D	Issue HMO licenses where valid applications are received within 12 weeks (outcome)	100%
4E	Total Number of Fly-tipping incidents	Outcome
4F	Total Number of open fly-tipping incident investigations	Outcome
4G	Fly-tipping % of closed cases where action has been taken (where evidence was available) (%).	50%
4H	Parking appeals heard by the Environment and Traffic Adjudicators (ETA) against PCNs issued by LBB (No.) (Outcome)	200
4I	Parking ETA cases won by LBB (% of cases heard)	80%

*The ability to deliver the above measures will depend on the Government restrictions around COVID 19.