

PUBLIC PROTECTION & SAFETY PORTFOLIO PLAN 2011/2012

Foreword

The London Borough of Bromley has one of the lowest levels of crime in London and one of the highest proportions of residents who feel the borough is a safe place to live. Bromley's position as one of the safest boroughs in London is a testament to the solid and robust partnership working of the Safer Bromley Partnership, chaired by the Portfolio Holder for Public Protection and Safety and supported by a dedicated team of officers in both the Council and the local Police. We work very closely with a range of partners including the police, health services, emergency services, probation and the voluntary sector to ensure levels of crime and anti social behaviour.

Whilst the Council, alongside the Police, is one of the lead agencies in maintaining low levels of crime, disorder and anti-social behaviour, we recognise that we cannot deliver this in isolation. We work with all our partners in the statutory and voluntary sector, but, more importantly, we are committed to ensuring the maximum engagement of our residents and communities in taking decisive action to make Bromley a better place for all.

All Departments and Portfolios within the Council have a part to play in reducing crime and disorder and maintaining the borough's position as a safe and pleasant place to live. At the core of the Council's activity is the Public Protection and Safety Division within the Environmental Services Department. There are five key service delivery areas:

Public Health Nuisance

Trading Standards

Food, Safety and Licensing

Environmental Protection

Community Safety and Anti Social Behaviour

This Portfolio Plan takes these service areas as a framework for activity. It provides an outline of priorities for each service area, combining these to outline the core of the Council's activity to make Bromley safer place.

Councillor Tim Stevens J.P.
Portfolio Holder for Public Protection and Safety

Public Protection and Safety Portfolio Plan 2011 – 2012

Service Area: Public Health Nuisance

Service Lead: Jackie Goad

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Service Outline:

The Public Health Nuisance Team investigate statutory nuisances including noise arising from domestic and commercial premises, accumulations of rubbish on private land, smoke and ash nuisance from domestic and commercial bonfires, obtrusive lighting, filthy and verminous premises and incidences of flytipping on private land.

Approximately 5000 public health nuisance complaints were received in 2010/2011 of which 76.5% were noise related matters. The number of complaints relating to domestic noise (loud music, dog barking, DIY, etc) increased by 7% in 2010/11. 68% of the total number of noise complaints received were reported via the emergency out of hours noise service which operates from 17:00 - 08:30hours, 365 days of the year. This was a 7% increase on the number reported in 2009/10.

The number of reported complaints concerning rubbish accumulations and flytipping increased by 9% in 2010/2011. Large scale flytipping in certain areas of the borough persists whilst general rubbish accumulations and flytipping in alleyways and service roads continue to be a problem.

2011 – 2012 Priorities:

The priorities for the Public Health Nuisance Service area are as follows:

- Investigate and take formal action against persistent noise offenders whilst empowering others bothered by noise to take their own initial action.
- To provide an out of hours noise service which reflects demand
- Investigate, disrupt and take formal action against those persons involved in both the carriage of and the illegal disposal of controlled waste, targeting flytipping hotspots in the borough including service road and alleyways.
- Continue to provide appropriate publicity and information to the public when offenders of both noise nuisance and waste related offences have been prosecuted.

Measuring Success:

	Target	2010/2011 Baseline	2011/2012 Target	Comment
1.1	Empower those bothered by noise through the use of the on-line report toolkit and use of diary sheets as part of the initial noise investigation procedure.	0	500	
1.2	Undertake a review of the current out of hours noise service to reflect service demand and reduce overall cost.	n/a		Review completed and report to PDS in by 2012.
1.3	Carry out a number of multi agency intelligence led operations in areas identified as fly tipping 'hotspots'.	1	3	Target vehicles carrying controlled waste.
1.4	Increase the number of S34A notices served requiring the production of waste transfer notes and written descriptions.	12	18	To be served when carrying out multiagency operations and flytipping investigations.
1.5	Increase the number of notices served in respects of clearing rubbish accumulations in alleyways and service roads.	60	70	Notices under the Prevention of Damage by Pests Act 1949 and Public Health Act 1936.

Public Protection and Safety Portfolio Plan 2011 – 2012

Service Area: Trading Standards

Service Lead: Rob Vale

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Service Outline:

The main aim of the Trading Standards service is to ensure there is a safe and fair trading environment in Bromley.

2011 – 2012 Priorities:

The priorities for the Trading Standards Service area are as follows:

- Prevent older and vulnerable consumers from becoming victims of commercial crime.
- Investigate, disrupt and where possible take formal action against traders who target older and vulnerable consumers.
- Investigate, disrupt and where possible take formal action against traders who operate in the informal economy.
- Prevent the sale of age restricted products, such as alcohol, tobacco and fireworks, to young consumers in Bromley.
- Carry out a range of intelligence led enforcement activities aimed at protecting consumers and businesses in Bromley from unfair trading practices which cause consumer detriment and an unlevel playing field in the market place.

Measuring Success:

	Target	2010/2011 Baseline	2011/2012 Target	Comment
1.1	Respond to all level 1 consumer complaints where a vulnerable consumer is the target of a commercial crime.	100%	100%	A level 1 complaint is where a suspected rogue trader is at the scene or close by.
1.2	Complete a programme of pro-active rogue trader days based on local intelligence aimed at raising the profile of the service and disrupting suspicious traders.	10	10	Operation Enid is based on intelligence of rogue trader activity in the borough.
1.3	Provide talks to partner organisations and consumer groups to help prevent older consumers from becoming victims of scams and doorstep crime.	62	50	Groups who represent older consumers are our target audience.
1.4	Carry out test purchase operations to prevent age restricted products being sold to young consumers.	11	10	In addition to test purchase operations we plan to offer training events for small businesses.
1.5	Complete a programme of intelligence led enforcement activities aimed at protecting consumers and local businesses	10	10	Deliver via market surveillance, and other action appropriate to the circumstances

Public Protection and Safety Portfolio Plan 2011 – 2012

Service Area:	Food, Safety and Licensing	
Service Lead:	Paul Lehane	E-Mail: paul.lehane@bromley.gov.uk

Service Outline:

Food Service

- To sustain and improve the standards of safety of food manufactured, prepared and supplied in LBB.
- To exercise control and surveillance of communicable diseases.

Health & Safety Service

- To support the proper management of risk in businesses presenting as high risk, poor performers or targeted as part of nationally or locally identified need (in line with Better Regulation agenda).
- Investigating fatalities, major injuries, over 3 day absences and occupational diseases.
- Investigating serious complaints.

Licensing Service

- To facilitate and support businesses or individuals who require a licence or permit to undertake a specific activity.
- Enforce compliance with licence conditions to ensure appropriate protection to affected groups or individuals is maintained.

2011 – 2012 Priorities:

Food Service

- Investigate outbreaks / cases of food poisoning
- Reduce the number of Zero and One star food businesses
- Undertake risk based inspections of food businesses

Health and Safety Service

- Investigate serious accidents / incidents
- Investigate complaints about significant risks in workplaces
- Undertake targeted inspections / projects with high risk businesses

Licensing Service

- Run Best Bar None award scheme 2011 / 2012
- Actively support selected Pub Watch meetings to promote the licensing objectives.
- Introduce invoicing for licence renewals.
- Actively secure compliance with licensing conditions in targeted premises.

Measuring Success:

	Target	2010/2011	2011/2012	Comment
	Food Service	Baseline	Target	
1.1	Reduce the number of zero and one star food businesses based on the ratings at 1 April.	0 star 95% 1 star 75%	0 star 95% 1 star 75%	
1.2	Investigation of outbreaks / cases of food poisoning (% selected according to Health Protection Agency criteria).	100%	100%	
	Health and Safety Service			
1.3	Undertake 75 planned high risk inspections	200	75	
1.4	Record and assess all reported accidents. Select serious incidents for investigation based on agreed criteria, serious.	300 reports 150 investigated 50%	300 reports Up to 150 investigated50%	
	Licensing Service			
1.5	Offer Best Bar None award scheme to pubs & clubs in Bromley & Beckenham. Target no. of entries 15.	12	15	
1.6	Target high risk businesses for interventions / enforcement.	33	20	

Public Protection and Safety Portfolio Plan 2011 – 2012

Service Area: Environmental Protection

Service Lead: Jim McGowan

E-Mail: jim.mcgowan@bromley.gov.uk

Service Outline:

Coroner And Mortuary Services - To be responsible for the Bromley element of a consortium which jointly runs and finances the HM Southern Coroners service.

Scientific Services - To be responsible for: Air Quality (statutory monitoring of air quality and Bromley's Air Quality Strategy); Contaminated Land (investigation, enforcement and remediation, Register, risk assessments, GIS mapping and Strategy). Water Supplies (ensuring the local authority complies with its statutory duties re. the provision of wholesome water supplies). Authorised Processes (authorisation and enforcement of Regulations for LBB Authorised Processes); Asbestos (advice, investigation and reporting).

Drainage And Pest Control - Responsible for the investigation and enforcement of drainage legislation in Bromley.

Stray & Abandoned Dogs - Responsible for Bromley's statutory duties relating to stray & abandoned dogs.

Emergency Planning - Maintain the statutory emergency planning and business continuity arrangements for Bromley.

CCTV - To provide a pro active 24/7, 365 days pa monitoring service of the Borough's CCTV network.

2011 – 2012 Priorities:

Coroner and Mortuary Services - Reduce running costs of the Coroners Service.

Scientific services - Complete the Statutory Detailed Screening and Assessment for the Air Quality Management. Ensure monitoring of air quality at the Borough's continuous monitoring site and high traffic junctions. Carry out a Contaminated Land Risk Assessment and develop map of contaminated sites for identification of the risks. Develop a system for the statutory monitoring of private water supplies and distribution systems. Ensure registration and renewals for all Authorised Processes in Bromley. Set up a service for the investigation and reporting on asbestos in LBB properties and develop related income generation services in the private sector. Advise residents on the handling and disposal of asbestos cement products. Maintain the advice on the Bromley web site.

Drainage and Pest Control - Carry out all investigations and enforcement in relation to pest control and drainage problems.

Stray & Abandoned dogs - Develop systems to reduce the running costs involved in meeting the Statutory responsibilities for stray and abandoned dogs.

Emergency Planning - Enhance and maintain the organisations emergency planning arrangements both for local and regional emergency response.

CCTV - Introduce joint contracts with adjoining Boroughs for the operation of CCTV services in Bromley.

Measuring Success:

	Target	2010/2011 Baseline	2011/2012 Target	Comment
1.1	Relocate Coroners office and staff to new office accommodation and introduce an advanced rotational system of hosting Jury inquests.	n/a	September 2011	
1.2	Set up investigation and reporting system of asbestos materials contained in properties owned by the LBB.	Nil	20 pm	
1.3	Assess the environmental health implications of Bromley planning applications.	50 pm	50 pm	
1.4	Complete the Statutory Detailed Screening Assessment for the Air Quality Management Area to ensure air quality monitoring takes place across the Borough.	n/a	31/08/2011	
		30 sites	30 sites	
1.5	Carry out a Contaminated Land Risk Assessment.	n/a	31/01/2012	

Public Protection and Safety Portfolio Plan 2011 – 2012

Service Area:	Community Safety and Anti Social Behaviour Team	
Service Lead:	Colin Newman	E-Mail: colin.newman@bromley.gov.uk

Service Outline:

The Community Safety and Anti-Social Behaviour Team are responsible for a range of activity in order to reduce crime and disorder and make Bromley a safer place. The team's responsibility includes the support of Partnership working with other agencies such as the Police, Fire Brigade and Probation Service, as well as ensuring that Council departments work together to reduce crime. The team also provide support to community groups and voluntary sector agencies.

There are also specialist posts responsible for the management of services to reduce the harm caused by domestic abuse and to coordinate the borough's response to anti-social behaviour. A team of specialist officers is tasked with responding to and tackling incidents of anti-social behaviour and seeking long term solutions to problems that rise.

2011 – 2012 Priorities:

The Safer Bromley Partnership, in the Strategic Assessment for 2011/2012, formally adopted the following priorities for the year:

- Reducing levels of anti-social behaviour.
- Reducing levels of crimes against the person.
- Reducing levels of crimes against property.
- Increasing public confidence in the work of the Partnership to reduce crime and disorder.

In addition to these Partnership priorities, the Portfolio will focus on the following areas:

- Continuation of work to support victims of Domestic Abuse and development of cross-departmental action to target prevention initiatives amongst young people.
- Provision of support for young people at risk of crime or anti-social behaviour in the form of mentoring.
- Provision of tailored intervention packages to divert young people from crime and disorder.
- Ensuring that service delivery structures are fit for purpose in preparation for forthcoming changes in legislation (e.g. ASB Consultation, changes in Regulation of Investigatory Powers Act requirements).

Measuring Success:

	Target	2010/2011 Baseline	2011/2012 Target	Comment
1.1	Reduce number of most serious violent crimes per 1,000 population.	TBC	2% Reduction	
1.2	Reduce number of serious acquisitive crimes per 1,000 population.	TBC	1% Reduction	
1.3	Increase conviction rate for Domestic Abuse in cases managed by Domestic Abuse Advocates.	59.31%	62%	
1.4	Increase the number of approved mentors and the number of young people matched to a mentor (focus on those young people at risk of criminal and anti-social behaviour).	62 Mentors 50 Mentees	90 Mentors 75 Mentees	
1.5	Percentage of applications for ASBOs made to court resulting in ASBO imposed.	95%	98%	

Public Protection and Safety Portfolio Plan 2011 – 2012

Service Area: Partnership and Cross Portfolio Issues

Service Lead: Colin Newman **E-Mail:** colin.newman@bromley.gov.uk

Service Outline:

The Public Protection and Safety Portfolio has a remit that is truly Council wide, operating as a cross-departmental delivery Portfolio. Working in this way ensures that the whole Council remains at the forefront of making Bromley a safer place and secures the Portfolio's position as a lead member of the Safer Bromley Partnership.

Whilst work with external partners includes close relationships with the Police, Health, agencies, Fire Brigade and Probation, the work of this Portfolio also involves cross-departmental working on issues such as the Every Child Matters outcome of keeping young people safe, or the Adult & Community outcome of safeguarding vulnerable adults.

Examples of these priority areas are listed below:

- reducing anti-social behaviour, nuisance and enviro-crime
- reducing offending amongst young people
- reducing the harm caused by drug and alcohol problems
- tackling domestic abuse and elder abuse
- ensuring the safety and well-being of vulnerable adults who may be at risk of abuse

2011 – 2012 Priorities:

Work in 2011-2012 will continue to focus on reducing the harm caused problematic drug and alcohol use, and the Portfolio will continue to lead on initiatives to reduce the availability of illegal substances within the borough. In addition, the Portfolio will continue to support the work of the Youth Offending Service within Bromley in its work to reduce offending.

The Portfolio Holder for 2011/2012 has also prioritised the issue of protecting older people from crime and anti-social behaviour. The Portfolio will work to ensure close synergy with the priorities of the Safeguarding Adults Board, supporting the delivery of that body's Annual Conference. In particular, the Portfolio will work to assist the Safeguarding Adults Board in continuing to improve awareness about how to spot signs of abuse and when to report it to the Lead Agency. Priority will be given to promoting the role of the community in safeguarding vulnerable adults. In addition, as well as work to target rogue traders and criminals who target elderly people, work will be undertaken to improve understanding between generations, identifying fears and using innovative projects to break down barriers.

Measuring Success:

	Target	2010/2011 Baseline	2011/2012 Target	Comment
1.1	Reduce year on year by 2% the number of first time entrants to youth justice system	32% (Local Data)	2% Reduction	
1.2	Reduce the number of young people within the Youth Justice System receiving a conviction in Court who are sentenced to custody.	6%	5%	
1.3	Increase the number of Problematic Drug Users in effective treatment.	452	TBC	Target to be set
1.4	Percentage who completed treatment successfully and in a planned way.	56%	TBC	Target to be set
1.5	Deliver training sessions addressing issues of domestic abuse where the perpetrator has care responsibility.	New	2 sessions	Develop and deliver training
1.6	Introduce Matrix assessment tool for anti-social behaviour referrals to identify vulnerable victims	New	Baseline	Identify numbers of reports where victim is vulnerable.