

APPENDIX B

# **PUBLIC PROTECTION & SAFETY**

## **PORTFOLIO PLAN 2010/11**

**(End of year Performance)**

# PREVENTION

Increased use of preventative measures as part of a coordinated campaign to reduce crime and disorder, prevent escalation of anti-social behaviour and prevent problematic drug and alcohol use.

Lead Service Areas:

Issues:

The impact of preventative work cannot be underestimated in reducing crime and disorder and making Bromley a safer place for all.

Prevention is a key element to the development of any sustainable strategy, whether it be the provision of target hardening or advice to consumers and residents.

Provision of diversionary activities for young people and a focus on early intervention are important but we recognise the importance of learning and education initiatives for all in breaking problematic patterns of behaviour.

Key Links to Other Strategic Documents

- Building a Better Bromley
- LBB Children and Young People Portfolio Plan
- Youth Crime Action Plan
- Children & Young People's Plan
- Environment Portfolio Plan
- Safer Bromley Partnership Community Safety Strategy
- Drug Action Team Plans
- Domestic Abuse Strategy
- LBB Licensing Policy
- Adult & Community Portfolio Plan
- Anti-Social Behaviour Strategy

**Prevention - Priority Area 1**

**Reducing Anti-Social Behaviour, Nuisance And Enviro-Crime**

<b>Actions</b>	<b>Action Summary</b>	<b>Measure of success</b>	<b>Resource Implications</b>	<b>By whom and when</b>	<b>Current Status (Red/ Amber/ Green)</b>
1.1	To work with licensing officers and landlords to reduce the number of noise related complaints from licensed premises and to provide active support for the use of automatic Noise Limiters within licensed premises to control entertainment noise.	Increased use of noise limiter devices within borough's licensed premises.	WER	On going	<b>GREEN - Standard Condition on Premises Licences with Reg.Ent. after 11pm</b>
1.2	Delivery of Prison, Me, no Way within targeted schools in the borough utilising experiential learning to provide a deterrent to criminal and anti-social behaviour.	Delivery of 4 sessions within borough schools	£11,000	Ongoing to March 2011	<b>GREEN – All sessions delivered</b>
1.3	To promote the involvement of residents and partner agencies in the Safer Neighbourhood Panels and to attend and provide information and advice at Safer Neighbourhood Panel meetings.	Safer Neighbourhood Panels to have agreed objectives reflecting local priorities	WER – Support from Community Safety Team	Safer Neighbourhood Teams Ongoing March 2011	<b>GREEN - All SNTs have developed priorities</b>
1.4	Use of Youth Service Outreach teams to provide interventions in areas associated with crime and anti-social behaviour by young people	Feedback and evaluation from outreach teams	WER	On going	<b>AMBER – Work will now be undertaken as part of Targeted Youth Service Provision following Youth Service review.</b>
1.5	Increase engagement of members of the public in protecting boroughs parks and open spaces, influencing interventions and developments.	Expand the Friends of Parks scheme to at least 45 groups	WER	On going	<b>GREEN - 55 groups</b>

<b>Actions</b>	<b>Action Summary</b>	<b>Measure of success</b>	<b>Resource Implications</b>	<b>By whom and when</b>	<b>Current Status (Red/ Amber/ Green)</b>
<b>1.6</b>	Develop commissioning mechanisms for the provision of a range of tailored interventions for those at risk of committing anti-social behaviour to divert them from future disorder	Deliver a range of activities including access to vocational qualifications, mentoring and sporting activities	£75,000 provisional budget	March 2011	<b>GREEN - Programme developed and delivered</b>
<b>1.7</b>	Continue to support the provision of successful Youth Council as a way to access representative views of young people in relation to ASB interventions	No. Youth Council Sessions, No. young people engaged, delivery of specific community safety events.	Youth Service resources	March 2011	<b>RED - Will be addressed in 2011/2012</b>
<b>1.8</b>	Provide access to youth uniformed services as part of portfolio of youth diversion initiatives.	Achieve a target of 60 young people participating and completing an Army Cadet Force programme. Increase in number of Volunteer Police Cadets.	£25,000	March 2011	<b>GREEN - Targets met</b>
<b>1.9</b>	Work with the Police and other partners to obtain ASBOs for those individuals committing high levels of offences in the borough and ABCs for those who are involved in lower level Anti-Social and nuisance behaviour.	Increased number of ASBOs and ABCs served.	WER	On going to March 2011	<b>GREEN - ABCs to 31<sup>st</sup> March 11 27 Issued 49 Active</b>
<b>1.10</b>	Carry out multi agency operations with Police and other partners to detect vehicles and drivers involved in fly tipping, the illegal carriage of waste and other associated infringements.	Coordinate 2 operations in areas identified as fly tipping 'hotspots'	WER	March 2011	<b>AMBER -1 operation carried out in February 2011.</b>

Actions	Action Summary	Measure of success	Resource Implications	By whom and when	Current Status (Red/ Amber/ Green)
1.11	Reduce incidents of fly-tipping across the borough	Reduction of incidents of fly-tipping from 2,516 in 2009/2010 to under 2,500 in 2010/2011	WER	Ongoing	AMBER 2886. Reporting arrangements in Q1 and Q2 led to exaggerated recording of incidents. In Q3 and Q4 methodology reverted to that used in previous years.
1.12	Reduce the number of streets within the borough that are assessed as coming below standards for graffiti and fly-tipping.	Graffiti – Ensure no more than 3% of streets are assessed as below standards.  Fly-posting – Ensure no more than 1% of streets are assessed as below standards	WER	Ongoing	GREEN – 2.3%  GREEN – 1%
1.13	Continue to provide effective security provision within the borough's parks and open spaces.	Satisfactory delivery and contract monitoring of security contracts and targets met. Park user satisfaction feedback.	WER	On going	GREEN – 34 priority incident reports including 1 motorbike, 5 underage drinking, 3 drug related, 2 drunks, 1 assault/robbery
1.14	Pilot use of Wardens within the borough's town centres to reduce anti-social behaviour and enviro-crime	Deliver proof of concept pilot of warden patrols within town centres.	WER	Ongoing to November 2010	GREEN - 2 eve/week plus day during wk to end Jan 11

**Prevention - Priority Area 2**

**Improving Safety on the Roads And Safety On Public Transport**

Actions	Action Summary	Measure of success	Resource Implications	By Whom & When	Current Status (Red/ Amber/ Green)
2.1	Implement a programme of accident reduction measures in key locations.	<ul style="list-style-type: none"> <li>• Reduced no. of people killed/seriously injured in road accidents (no more than 121 in 2010)</li> <li>• Reduced no. of people slightly injured in road accidents (no more than 739 in 2010)</li> <li>• Reduce no. of children killed/seriously injured in road accidents (no more than 13 in 2010)</li> </ul>	WER	On going	<p><b>GREEN –</b>  <i>Actual Figure 90</i></p> <p><b>Actual Figure 726</b></p> <p><b>Actual Figure 5</b></p>
2.2	Identify and prioritise locations for accident reduction measures in 2011/2012				
2.3	Deliver a programme of skid resistant road surfacing to improve safety				
2.4	Develop and deliver a programme of training and awareness for people with learning disabilities in using public transport.	Launch of training and delivery of training sessions, individual session evaluation	WER	August 2010	<p><b>GREEN - A travel training programme has been piloted:</b>  <i>Theory training sessions:</i>  <i>Marjorie McClure School - 17 individuals participated</i>  <i>The Glebe School - 7 individuals participated</i>  <i>Practical training sessions - 13 individuals participated</i></p>

**Prevention - Priority Area 3**

**Delivering Effective Business Regulation And Trading Standards Service**

Actions	Action Summary	Measure of success	Resource Implications	By Whom & When	Current Status (Red/ Amber/ Green)
3.1	Undertake primary Inspections of Food Premises and Workplaces. Target resources on zero star food businesses and category A workplaces premises.	Undertake 900 food safety inspections. Achieving 100% inspections of high risk businesses ( A and B rating)  50% Reduction in number of food businesses being rated as zero star at 1 <sup>st</sup> April 2010.	WER	Food Safety Team  March 2011	<b>GREEN - 962 inspections (96%)</b> <b>GREEN - 100 % category A inspected</b> <b>GREEN - 100% of Zero star businesses inspected. 95% Reduction of Zero rated</b>
3.2	Facilitate the delivery of local Business Forums by providing 'face to face' advice relating to business regulatory services. Attendance at 2010/11	Attend up to 5 events	WER	Food / HSW and Licensing Teams March 2011	<b>GREEN - 5 Events attended</b>
3.3	Undertake food sampling as part of meeting requirements of food safety team action plan for 2010/11 and London sector programmes for 2010/11.	Support up to 7 coordinated food sampling projects. Take appropriate follow up action/publish the results	WER	On going	<b>GREEN - 9 Projects undertaken</b>
3.4	Support the Pub Watch scheme in 2010/11 as a key part of engaging local licensed premises in compliance with Licensing requirements.	Licensing Officer to attend 90% of pub watch meetings	WER	Ongoing	<b>GREEN - 100% attended</b>

<b>Actions</b>	<b>Action Summary</b>	<b>Measure of success</b>	<b>Resource Implications</b>	<b>By whom and when</b>	<b>Current Status (Red/ Amber/ Green)</b>
<b>3.5</b>	Ensure the implementation of Infectious Disease controls including those relating to food poisoning investigations in accordance with new 2010 legislation.	Implement new Public Health infectious disease regs with HPA.	WER	Food Safety Team March 2011	<b>GREEN - Implemented</b>
<b>3.6</b>	Engage with police and other partners through training and advice and deliver a programme of talks to vulnerable consumers and partners.	Number of sessions delivered	WER	Ongoing	<b>GREEN - 40 talks</b>
<b>3.7</b>	Continuation and expansion of Best Bar None scheme within borough's licensed premises	Run 2nd BBN in Bromley Town Centre. Extend to Beckenham Town Centre	£15,000	External contractor will run the scheme Dec 2011	<b>GREEN - BBN extended to Beckenham. 2011- Extended to Orpington</b>
<b>3.8</b>	Increase the engagement of local business and traders in activity within our town centres	Number of Business Forums, engagement of local businesses etc.	WER	Ongoing	<b>GREEN - 100% attendance re. 'Boost your Business' Forums</b>
<b>3.9</b>	Deliver quarterly preventative advice and guidance as part of Business Advice Newsletter 'Business Matters' re. regulatory services	Production of e-newsletter to 2000 business quarterly	WER	Edited by Head of Food, Safety and Licensing	<b>GREEN - 4 electronic Newsletters</b>
<b>3.10</b>	Implement a programme of risk based inspections and projects to ensure the health safety and welfare of people who work in the Borough or visit the Borough	Undertake 150 inspections of work places achieving 100% of risk A premises  Support the London wide Violence at work project.	WER	Health and Safety Team had 2 fte's for 10/11. Work plan was based on 3fte. Resources targeted to complaints and accident investigations	<b>GREEN - Revised risk based inspection scheme implemented 210 accidents assessed 48 investigations 125 complaints investigated 10% high risk inspections undertaken</b>



**Prevention - Priority Area 4**

**Reducing Drug And Alcohol Problems**

Actions	Action Summary	Measure of success	Resource Implications	By Whom & When	Current Status (Red/ Amber/ Green)
4.1	Visits to licensed premises regarding advice and to check on licence condition adherence e.g. 'Challenge' policy etc.	<p>Deliver Challenge 25 packs to all licensed premises</p> <p>% of premises complying with challenge policy conditions after 1 Oct 2010</p> <p>Number of premises visited as part of programme of visits to licensed premises as agreed by GP &amp; L Committee</p>	Existing resources	<p>TS July 2010</p> <p>Licensing Team March 2011</p> <p>Team reduced by 1 fte Jan to March</p>	<p><b>GREEN – Packs delivered</b></p> <p><b>GREEN – Current compliance rate 90%</b></p> <p><b>Green - 32 of 25 Club premises completed as part of Club project</b></p> <p><b>Amber 33 (of up to 50) high risk licensed premises visited for compliance</b></p>
4.2	Continue to equip young consumers with knowledge of the dangers relating to alcohol and tobacco consumption through the Junior Citizen scheme 2010	<p>At least 2,600 young people attend scheme.</p> <p>Individual and school evaluation.</p>	WER	Community Safety Team March 2011	<b>GREEN – Target met</b>
4.3	To maintain levels of intelligence-led test purchase operations of age restricted products (inc. alcohol and tobacco)	Carry out 10 test purchase campaigns	Existing and via external funding	TS March 2011	<b>GREEN - completed</b>

<b>Actions</b>	<b>Action Summary</b>	<b>Measure of success</b>	<b>Resource Implications</b>	<b>By whom and when</b>	<b>Current Status (Red/ Amber/ Green)</b>
<b>4.4</b>	Continue to support the provision of Service User Forum within borough's drug and alcohol treatment system.	Findings of review of service user engagement implemented.  Service users engaged and represented in decision making groups for drug services	WER	DAT Team	<b>GREEN – New service for user engagement identified and commissioned.</b>
<b>4.5</b>	Deliver new Drug and Alcohol Education Guidance in association with borough's schools.	Ensure 100% of schools complying with formal guidance in delivery of drug and alcohol education.	WER	DAT Team	<b>GREEN – Guidance delivered to all schools</b>
<b>4.6</b>	Encourage reporting of community concerns in relation to harm caused by Crack Houses.	Numbers of reports received relating to Class A drugs and Anti-Social behaviour	WER	Ongoing	<b>GREEN – 4 closures. 2011 'Enough is Enough' campaign in 2011 and number of drug dog operations in licensed premises.</b>
<b>4.7</b>	Undertake review of provision of support services for parents and carers of problematic drug and alcohol users.	New model proposed and implemented	WER	DAT Team	<b>GREEN – Incorporated into commissioning plan</b>

**Prevention - Priority Area 5**

**Tackling Domestic Abuse And Abuse of Vulnerable Adults**

Actions	Action Summary	Measure of success	Resource Implications	By Whom & When	Current Status (Red/ Amber/ Green)
5.1	Provide One-Stop-Shop for victims of domestic abuse to access advice, guidance and support.	Target of 90 women participating and completing Freedom Programme. Provide advice and guidance to a min. of 600 residents.	Domestic Abuse Strategy Coordinator time	March 2011	GREEN – targets met
5.2	Continue to provide “self-help” service for survivors of domestic abuse building skills for continuing progress.	Delivery and evaluation of pilot programme of education with pupils of Glebe School. Ensure a minimum of 12 of survivors are engaged in the service at any one time.	WER	September 2010	GREEN – forward plan for accessing Big Lottery Funding in 2011/2012
5.3	Deliver training programmes for front line staff to improve identification and referral of cases of domestic abuse. Deliver Bromley Safeguarding Adults Conference - focus on improving front-line awareness of safeguarding and crime prevention issues.	Minimum of 140 staff attend domestic abuse training events. Number of delegates/range of agencies represented	Domestic Abuse Strategy Coordinator time. £3,000	March 2011	AMBER – Training course reviewed and new programme booked for 2011/2012
5.4	Multi-agency staff to have access to training in the use of the Barnardos Risk Identification and Risk Assessment Matrix to safeguard children living with domestic violence. Improve reporting mechanisms (both formal and informal) to provide more accurate picture of abuse/bullying relating to issues such as disability, race, sexuality etc.	Up to 60 staff to be trained 10/11 programme. BSCB Audit indicates use of RIM and RAM in Common Assessment Framework. Develop/deliver awareness and education campaign for people experiencing bullying on public transport	£4,000	Bromley Safeguarding Children Board 3* sessions in planned training programme Awareness sessions from Sept. 2010	GREEN – 62 staff trained

Prevention - Priority Area 6					
Reducing Acquisitive Crime					
Actions	Action Summary	Measure of success	Resource Implications	By Whom & When	Current Status (Red/ Amber/ Green)
6.1	Reduce the number of first time entrants to the criminal justice system.	Reduction in First time entrants by 2% year on year  Delivery of effective triage service at custody suite.	TBC	Ongoing  July 2010	<b>GREEN</b>  <b>Triage operational and 152 young people provided with service</b>
6.2	Undertake a more targeted approach to proactive rogue trader 'Enid' operations to ensure checks are made on builders and traders operating in 'hot spots' within the borough. Continue to encourage the active participation of Bromley residents in the identification of Rogue Traders/ Distraction Burglaries through talks to groups, media campaigns and partnership working.	Complete 10 proactive rogue trader days (Operation Enid) "Ma Kelly's Doorstep" theatre productions – Numbers of older people attending, individual evaluation forms.	£2,000	TS March 2011 One pan borough event delivered before October 2010	<b>GREEN – completed</b>  <b>GREEN – "Ma Kelly's Doorstep" productions – 130 older people attending,</b>

Actions	Action Summary	Measure of success	Resource Implications	By whom and when	Current Status (Red/ Amber/ Green)
6.3	Provide a rapid response service to all level 1 complaints and seek to disrupt activity and take enforcement action where appropriate. Engage with police and other partners through intelligence sharing, education and advice.	No. of Rapid Response calls and responses; no. of judicial disposals including undertakings, cautions and prosecutions. Monthly Tactical Assessment with direct taskings for partner agencies.	WER Senior Crime Analyst Input	TS March 2011	GREEN – 56 rapid response and disruptions; £580,000 saved; 73 talks to groups and partners
6.4	Commission increased provision of target hardening (locks, spy holes, window locks etc) interventions for those residents assessed as vulnerable. Actively promote the advantages of Neighbourhood Watch and other forms of “neighbourliness” within communities, including projects such as the Nominated Neighbour Scheme.	Number of beneficiaries of Safer Bromley Van to be at least 545 in 2010/2011. Increase Neighbourhood Watch groups within borough by 2%. Increase in Street Friends projects. Increase in membership of Safer Neighbourhood Panels	£32,000 Safer Bromley Partnership.  Safer Neighbourhood Development Worker Input	March 2011	GREEN – 552 beneficiaries at year end  GREEN – Friends projects increased
6.5	Launch targeted Over 70’s Project to provide assessment, advice and intervention to residents over the age of 70 years of age who wish to access services.	Number assessments made and interventions given. Pilot to work on 5 assessments in two quarters.	WER	Community Safety Team October 2010	AMBER - 3 assessments undertaken
6.6	Ensure that the principles of Secure by Design are incorporated into the decision making process with regard to new building projects/ developments	Crime Prevention Design Adviser input obtained in relation to planning applications for new developments.	WER	On going	GREEN – Planning agreement to take advice from Crime Prevention Design Advisors ongoing

# ENFORCEMENT

An increased use of enforcement activity in a targeted, timely and effective manner to improve public safety by reducing crime, disorder, anti-social behaviour and problematic drug and alcohol use.

**Lead Service:**

**Issues:**

Enforcement is a vital element of our activity. The consequences of criminal and Anti-Social behaviour should be clear, thus maintaining the integrity of our interventions.

It is our expressed aim to show no tolerance for illegal and Anti-Social Behaviour and to utilise our powers to apprehend and punish offenders. This is essential in the maintenance of acceptable standards of public health & safety and to tackle anti-social behaviour.

Not only does enforcement activity lead to the effective punishment and bringing to justice of offenders it should, when implemented appropriately, create a meaningful deterrent to potential offenders and provide reassurance to the law-abiding community.

## Key Links to Other Strategic Documents

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## Enforcement - Priority Area 1

### Reducing Anti-Social Behaviour, Nuisance And Enviro-Crime

Actions	Action Summary	Measure of success	Resource Implications	By whom and when	Current Status (Red/ Amber/ Green)
1.1	Ensure compliance with all orders and take formal action for all breaches of orders.	Improved case mgt. and monitoring. Refer 100% of actionable breaches in conditions of ASBOs for Court action.	WER	On going to March 2011	GREEN – 100%
1.2	Respond to all complaints of Anti-Social behaviour and take formal action to enforce compliance.	Develop and launch a customer service charter in line with Home Office minimum standards	Cost implication for producing promotional material, etc	October 2010	GREEN – Home Office Consultation Proposals noted
1.3	To take formal action to control noise and other nuisances in all cases where informal negotiation has been unsuccessful.	Increase number of notices served and seizures of noise generating equipment where noise notices are breached.	WER	On going to March 2011	GREEN – Bromley Noise strategy 2010-2013 adopted. 4 Noise prosecutions publicised. AMBER – New content. To be uploaded June 2011 onto web pages
1.4	Extend the procedure for serving Fixed Penalty Notices (FPNs) including the issue of FPNs for noise nuisance for licensed premises and noisy parties in domestic dwellings, and other enviro-crime infringements including dog fouling across the borough.	Increased number of fixed penalty notices served	WER	October 2010	RED – FPN procedure for noise not yet introduced as plans to review OOHs service 2011/12

## Enforcement - Priority Area 2

### Delivering Effective Business Regulation And Trading Standards Service

Actions	Action Summary	Measure of success	Resource Implications	By Whom & When	Current Status (Red/ Amber/ Green)
2.1	Continue with the 'zero star' food premises enforcement and education programme to improve levels of compliance by food businesses with relevant food hygiene legislation.	50 % Reduction in number of food businesses being rated as zero star at 1 <sup>st</sup> April 2010	WER	On going	<b>GREEN – 95% reduction</b>
2.2	More resources from within the team will be directed at problem traders (Category X traders)	Number of category x investigations; number of judicial disposals including assurances and undertakings given by problem traders	Existing resources	TS March 2011	<b>GREEN - 35 judicial disposals – cautions, assurances and prosecutions</b>
2.3	Enforcement of “Special Treatment” licences	Implementation of the Approved therapist scheme Ensure capability to receive, process applications and issue badges	WER	March 2011	<b>GREEN – Scheme commenced. Full implementation Mar 12. All premises written to and College engaged</b>
2.4	Undertake targeted investigation of work related accidents and incidents / complaints and take proportionate enforcement action	Apply the HSE accident / incident selection criteria to all reported accidents and incidents. Undertake investigations and take proportionate enforcement action. No. of accidents / complaints received / number investigated / outcome	WER	March 2011	<b>GREEN – Revised risk based inspection implemented 300 accident reports assessed, 150 investigated  225 complaints investigated</b>



## Enforcement - Priority Area 3

### Reducing Drug And Alcohol Problems

Actions	Action Summary	Measure of success	Resource Implications	By Whom & When	Current Status (Red/ Amber/ Green)
3.1	In partnership with the Police we will take decisive action to use our powers to close down "Crack Houses".	Number of closures under powers to take action on "Crack Houses"	WER	On going	GREEN – 4 closures
3.2	Ensure that a range of interventions are delivered to disrupt the use and sale of illegal drugs within our town centres.	Number of deployments of Ion Track detector.  Number of deployments of drug detection dogs.	TBC	On going	GREEN – Ongoing enforcement action.
3.3	Following the 2010 launch of the 'Challenge 25' campaign a tough enforcement approach will be taken involving Prosecution, Licence Review or formal caution against those identified as having sold alcohol and tobacco to minors.	Proportion of formal cautions/ prosecutions and reviews	WER	TS March 2011	GREEN – Policy implemented
3.4	Investigate and take proportionate action against those identified as repeatedly flouting Smokefree legislation.	Number of complaints or reported breaches resulting in warning/ prosecution	WER	On going	GREEN – Informal action only to date

Actions	Action Summary	Measure of success	Resource Implications	By whom and when	Current Status (Red/ Amber/ Green)
3.5	In accordance with the 2010 revised Licensing Policy we will be investigating and taking appropriate enforcement measures against those found to be breaching terms and conditions of their Licence	Number of Complaints Visits Letters Formal interviews Reviews Prosecutions  Undertake statutory review of the Statement of Licensing Policy by Dec 2010	WER	Licensing Team March 2011          Team reduced by 1 fte Jan to March	<b>GREEN – 4 Reviews (Jazzmines, Beckenham Convenience Store x 2 and Friends of Mine).</b> <b>213 Licensing inspections. 3 Business given formal warning. Statutory review of the Statement of Licensing Policy completed</b>  <b>GREEN - 32 of 25 Club premises completed as part of Club project</b>  <b>AMBER - 33 (of up to 50) high risk licensed premises visited for compliance</b>

<b>Enforcement - Priority Area 4</b>					
<b>Tackling Domestic Abuse And Abuse of Vulnerable Adults</b>					
<b>Actions</b>	<b>Action Summary</b>	<b>Measure of success</b>	<b>Resource Implications</b>	<b>By Whom &amp; When</b>	<b>Current Status (Red/ Amber/ Green)</b>
4.1	In association with the Domestic Abuse Advocacy Project, ensure that the conviction rate for Domestic Violence perpetrators is increased.	Ensure a rate of at least 35%	TBC	On going	<b>GREEN – 93% conviction rate at year end</b>
4.2	Encourage the increased reporting of cases of Domestic Violence, providing greater accessibility to reporting and decreasing the associated stigma.	Ensure a minimum of 3,400 reports	TBC	Ongoing	<b>GREEN</b>
4.3	In partnership with the Police, increase the Sanctioned Detection Rate and arrest rate for offences of Domestic Abuse.	TBC	TBC	Ongoing	<b>GREEN – SD Rate of 48%, Arrest Rate of 80%</b>

<b>Enforcement - Priority Area 5</b>					
<b>Reducing Acquisitive Crime</b>					
<b>Actions</b>	<b>Action Summary</b>	<b>Measure of success</b>	<b>Resource Implications</b>	<b>By Whom &amp; When</b>	<b>Current Status (Red/ Amber/ Green)</b>
5.1	Disruption of rogue traders	Number of disruptions and money saved	WER	TS March 2011	<b>GREEN – 56 disruptions £580,000 saved</b>
5.2	Disruption of Counterfeiters and illicit tobacco dealers	Regular policing of boot sales and action on intelligence received	WER	TS March 2011	<b>GREEN – all boot fairs policed – 2 seizures with HMRC</b>
5.3	Asset Recovery programme	Investigate all trigger cases	WER	TS March 2011	<b>GREEN – 1 confiscation pending</b>

# REASSURANCE

Ensure that an increasing proportion of the borough’s residents feel that the borough is a safe place to live and express satisfaction with the performance of the Local Authority and Police.

**Lead Service:**

**Issues:**

Bromley is one of the safest boroughs in London and we have made significant progress in increasing the number of people who report they feel the borough is safe place to live.

The fear of crime is a very important measure and the Portfolio is committed to providing reassurance and to continuing to reduce the extent to which people think crime and disorder is a problem in the borough.

In order to deliver reassurance, it is of vital importance to develop trust and confidence in the services that are delivered. We will continue to strive to ensure that residents are satisfied with and have confidence in the services we deliver.

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## Reassurance - Priority Area 1

### Reducing Anti-Social Behaviour, Nuisance And Enviro-Crime

Actions	Action Summary	Measure of success	Resource Implications (Cost / resources needed- Staffing and Financial)	By Whom & When	Current Status (Red/ Amber/ Green)
1.1	Further increase the number of deployments of the mobile CCTV cameras including both CCTV vehicles.	Achieve 80 deployments	WER	Ongoing to March 2011	AMBER - 34 (current negotiations with other LAs)
1.2	Invest in expansion and deployment of volunteer Street Pastors on partnership with local faith groups.	At least one new team of Street Pastors Operational within the borough	WER	Before September 2010	GREEN
1.3	Continue to provide appropriate publicity and advice and information for the public when ASBOs are granted by the Courts.	Ensure that Publicity Protocol is implemented in 100% of ASBO Cases	WER	Ongoing to March 2011	GREEN
1.4	Celebrate contribution made by young people and undertake targeted publicity and promotion work to challenge assumption that young people are a problem.	TBC	WER	On going	GREEN

## Reassurance - Priority Area 2

### Delivering Effective Business Regulation And Trading Standards Service

Actions	Action Summary	Measure of success	Resource Implications	By Whom & When	Current Status (Red/ Amber/ Green)
2.1	Continue with the Scores on Doors initiative including the publication of Food Hygiene rating of food premises on the website. Explore the feasibility of aligning the Bromley's (London wide) scheme with the proposed 2010 National Scheme	100% or scores available on the Scores on doors website	WER	On going	GREEN – 100% available on line
2.2	Deliver quarterly preventative advice and guidance as part of Business Advice Newsletter 'Business Matters' re. regulatory services	Production and electronic delivery of quarterly newsletter to 2000 business in borough	Existing resources	In House Edited by Head of Food HSW and Licensing	GREEN – target met 4 issued produced
2.3	Continue to work in partnership in Lead Authority Scheme and explore the possibility of a Primary Authority relationship together with any associated income generation	Number of meetings under the Lead Authority scheme  Explore the possibilities for the establishment of a 'Primary Authority Partnership	WER	On going	GREEN – Allied Carpets – Lead Auth, 6 meetings. No Primary Authorities to date
2.4	Work with businesses to ensure that feedback from enforcement and compliance activity is used to inform future service development decisions. (NI 182)	Achieve a standardised score of 80%	WER	On going	GREEN - Annual data. Survey completed & standardised score calculated 88%

2.5	Continue to work with the Corporation of London Animal health inspectors to maintain controls in reducing the risk of animal disease outbreaks and responding effectively when they occur	Maintain the current level of compliance with NI 190 (Level 2)	WER	Ongoing	<b>GREEN – Maintained. Std Licensing condns for animal welfare businesses adopted; 21 animal welfare businesses inspected</b>
2.6	Support businesses by providing easily accessible information on the Bromley Website	Make the Health and Safety Handbook available on line	WER	Health and Safety Team  New website delayed	<b>AMBER – Scheduled for mid 2011</b>

### Reassurance - Priority Area 3

#### Reducing Drug And Alcohol Problems

Actions	Action Summary	Measure of success	Resource Implications	By Whom & When	Current Status (Red/ Amber/ Green)
3.1	Continued promotion of the expanded Best Bar None scheme in 2010/11 as a “quality mark” for customers and equipping them with the information to make informed choices,	Number of pubs assessed, (up to 24) number of premises meeting the BBN standard (up to 20)	£15,000	External contractor will run the scheme	<b>GREEN – To be continued into 2011</b>
3.2	Active promotion of Best Bar None scheme as a “quality mark” for customers, equipping customers with the information to make informed choices.	Publicity issued to include Press Release, Website Awards /certificates and plaques	WER	Licensing Team March 2011	<b>GREEN – Publicity produced- video &amp; press articles. Target to increase no of participants for 2011.</b>
3.3	Provision of publicity, advice and support to communities in the aftermath of Crack House Closures	Ensure that publicity is distributed in all cases of Crack House closure	WER	On going	<b>GREEN</b>

## Reassurance - Priority Area 4

### Tackling Domestic Abuse And Abuse of Vulnerable Adults

Actions	Action Summary	Measure of success	Resource Implications	By Whom & When	Current Status <i>(Red/ Amber/ Green)</i>
4.1	Provision of training and awareness programmes in order to reduce the stigma of reporting domestic abuse.	Deliver training to a minimum of 150 individuals.	WER	Ongoing to March 2011	<b>AMBER – Training course reviewed and new programme booked for 2011/2012</b>
4.2	Provide active publicity of increases in reporting and conviction rates as means to provide reassurances that cases are taken seriously and achieve positive outcomes.	Regular publicity produced highlighting positive steps in reducing harm cause by domestic abuse.	WER	Ongoing to March 2011	<b>GREEN</b>
4.3	Provide advice and guidance to the borough's older population by delivering advice, guidance and support interventions.	Awareness sessions and targeted crime prevention advice	WER	On going	<b>GREEN</b>
4.4	Engage local media and innovative means of communication to deliver key messages that reassure victims of the importance of reporting domestic abuse.	Deliver at least two targeted publicity campaigns within the year to encourage uptake of services	WER	Ongoing to March 2011	<b>GREEN)</b>



<b>Reassurance - Priority Area 5</b>					
<b>Reducing Acquisitive Crime</b>					
<b>Actions</b>	<b>Action Summary</b>	<b>Measure of success</b>	<b>Resource Implications</b>	<b>By Whom &amp; When</b>	<b>Current Status (Red/ Amber/ Green)</b>
<b>5.1</b>	Deliver information and advice talks to frontline staff and targeted groups across the borough	Target of 50 talks per year to vulnerable groups and partners	WER	TS March 2011	<b>GREEN – 40 talks</b>
<b>5.2</b>	Develop a protocol to ensure a more rounded service is delivered to victims of doorstep crime. Introduce safeguards to check that victims have been signposted to other appropriate services such as Adult Safeguarding, Victim Support and Age Concern	All rogue trader staff to receive adult safeguarding training; minimum standards procedure for response to vulnerable victims	WER	TS October 2010	<b>GREEN – All TS staff trained</b>
<b>5.3</b>	Engage media to deliver local and regional messages on doorstep crime.	Quarterly media alerts	WER	TS March 2011	<b>GREEN – 2 Media alerts plus publicity following successful prosecutions</b>
<b>5.4</b>	Develop and deliver a programme of high profile deployment of offenders undertaking unpaid work (Payback) as part of implementation of Justice Seen, Justice Done programme.	Number of offender teams deployed	WER	On going	<b>GREEN</b>
<b>5.5</b>	Use of restorative justice at YOT	TBC	WER	On going	<b>GREEN</b>