

AGENDA ITEM: 6

SUMMARY



Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	9 May 2012
PART:	1
If Part II, reason:	

Title of report:	Resident Services Quarter 4 Report
Contact:	Cllr Neil Harden, Portfolio Holder for Resident and Regulatory Services Author/Responsible Officer, Julie Still, Group Manager – Resident Services
Purpose of report:	(1) Monitoring and information
Recommendations	1) That members note the report
Corporate objectives:	Safe and Clean Environment Building Community Capacity Dacorum Delivers
Implications:	<u>Financial</u> Within existing budgets.
'Value For Money Implications'	<u>Value for Money</u>
Risk Implications	As per Neighbourhood Delivery Service Plan
Equalities Implications	Equality Impact Assessment reviewed April 2011 with Service plan
Health And Safety Implications	As per service risk assessments

Consultees:	Service Team Leaders
Background papers:	Service Reports, Police reports, CorVu

Housing and Community Overview and Scrutiny Quarter 4, 2011 – 2012

Introduction

This is the 4th Quarter performance report for the Residents Services Group which forms part of the wider Neighbourhood Delivery service area and covers the period 1 January 2012 to 31 March 2012.

The services within this group are: -

Neighbourhood Action, Anti-Social Behaviour, Community Safety, The Old Town Hall, Children's Services, Community Cohesion, CCTV, Town Centre Management and Youth Democracy, Town Centre events and management.

A number of targets have been set and for this year and progress against target is detailed in the CorVu report which will be available at the committee meeting.

If there are any additional areas or reports that members would like to see, please can they inform the Group Manager, Resident Services.

4th Quarter Achievements

The following achievements are a sample of the projects/work undertaken by this group of services during the last quarter.

Anti-Social Behaviour and Community Safety

A new IT system to monitor severe cases of ASB and the vulnerability of victims has been introduced across the County. Dacorum started to use this system in February.

Due to the success of the campaign to inform victims of hate crime of how to report incidents so that they get an appropriate response the project has been extended to encourage the wider community to help stamp out this problem. A successful bid was made for £1700 to the Community Safety Partnership and a further £500 was contributed by Herts Police to promote this extremely important message.

On 1st March 2012 the Family Intervention Officer transferred from Hightown Praetorian & Churches Housing Association to Dacorum Borough Council. The post is funded by Hertfordshire County Council, The Community Safety Partnership and Dacorum Housing – Tenant and Leaseholder Service. This post reflects the national priority of identifying the difficult families who take a disproportionate amount of agencies time.

There have been 5 Acceptable Behaviour Contracts, 2 in Hemel Hempstead, 2 in Tring and 1 in Berkhamsted – all have been with young people and one involved racially motivated ASB.

An injunction with a power of arrest has been obtained against an individual who was intimidating residents in one of the villages – this application was made without the

perpetrators knowledge and therefore protected victims immediately as the perpetrator was unable to enter the area.

Other matters before the court resulted in a suspended possession order and a legal undertaking.

An update on the Community Safety Partnerships activity during the last 12 months is attached at Appendix 1. This document reflects and supports the Partnership's Strategic Priorities and gives some detail about the work carried out.

Quarter 1 2012/13 priorities: -

Continued pilot of new joint ASB software with Hertfordshire Police
Delivery of 3 high profile events to promote and encourage people to correctly report hate crimes and in particular that targeted at people with a disability.

Neighbourhood Action

The development of the Street Champions pilot project has gone extremely well and been well received by the residents of Adeyfield with 23 volunteers sign up prior to the launch in April.

Adeyfield Neighbourhood Action Group are delivering a celebratory event at Queens Square to mark the Diamond Jubilee and the Queens visit to the square in 1952.

A wide range of activities are organised and the events are planned and managed by the community with the support of DBC.

Community Payback are contracted by Dacorum Borough Council to provide a group of people subject to Community Orders to carry out supervised work for 4 days per week. During the last 12 months Payback groups have delivered 11,000 hours of work within the borough and 6,500 hours have been directly connected to the Community Safety Partnership.

The work carried out has included, landscaping, shrub and tree clearance, maintenance such as plastering, fly-tipping removal, clearance of the River Gade, graffiti removal, painting, Decorating, litter picking, leaflet distribution, snow clearance and improvements to the Adventure Playgrounds.

Quarter 1 2012/13 priorities: -

Launch of Street Champions pilot project.
Neighbourhood Action Public Meetings in Gadebridge and Highfield
Progress Verge Hardening project
Play Park improvements in partnership with CSG

Children, Young People and Youth Democracy

Winter at the Adventure Playgrounds is traditionally a quieter period however there were 13,685 attendances in the last quarter of which 1291 were children with special needs.

The 4 Youth Clubs are well attended with Adeyfield averaging over 35 young people attending each session. There have been 406 attendances at the 4 youth clubs in the last quarter.

All Adventure Playgrounds received the 5 star food hygiene awards and all 4 playgrounds were also successful in bids to the Community Safety Partnership for equipment as well as £10,000 funding to run the clubs.

There has been an increase in the use of the playgrounds with numbers up to 90 plus children at Chaulden after school and increases in parental and carers support at Bennetts End.

A Sportivate funding application has been successful which means that 6 weeks of sporting activities will run at each of the playgrounds during the summer holidays.

Safeguarding training has continued in March with an awareness session for Team Leaders, Group Managers and senior management team.

Two officers have also completed the train the trainer qualification which means they will deliver training in house in future.

There has been 2 meetings of the Youth Forum and 4 meetings of Berkhamsted Youth Town Council which are supported by DBC Officers. In addition there have been 2 events where Youth Action Entertainers have met with older residents and provided them with a wide range of entertainment.

Quarter 1 2012/13 Priorities: -

Working with Neighbourhood Action Groups on Diamond Jubilee
Easter Holidays
Secure funding for Youth Club sustainability

CCTV and Town Centre

There were 78 arrests directly involving the CCTV control room and there were 82 calls regarding lost and found dogs and 306 visitors to the CCTV control room.

162 DVD's were provided for evidential purposes to Hertfordshire Constabulary.

Work continues with the Regeneration Team and the Town Centre Partnership.

Quarter 1, 2012/13 priorities: -

- CCTV Tender closes
- Evaluate tenders
- Appoint contractor

Old Town Hall

A new ticketing/box office system has seen on-line bookings increase to 33% of all bookings.

Overall attendance for 2011/12 reached just over 58% which is high given the economic situation and the satisfaction rating was 95%. The last quarter saw a 100% satisfaction response.

Mosaic making has been introduced as part of the programme at the Old Town Hall and it has been a great success.

Film has been reintroduced to the Old Town Hall programme and the first film saw the successful launch of the Children's Film Club - £2 for a film and an ice cream.

Quarter 1, 2012/13 priorities: -

To introduce creative writing and animation workshops to drive forward our ambition to be a creative 'hub' for the borough.

To get agreement for the proposed improvements for access to the cellar and the improvements to the Gallery Bar

Diamond Jubilee

Preparations for the Diamond Jubilee are at an advanced stage. In addition to the event in Queens Square on 3rd June 2012 a celebration will take place in Hemel Hempstead town centre.

Starting at 11:00 a carnival procession will start at Debenhams and run through the town centre to Gadebridge Park. There are numerous floats and community groups involves.

From midday there will be a community stage featuring Dacorum talent and along side this will be a wide range of entertainment including a 'zip wire' crafts, face painting, cartoonist, statues, secret cinemas and a wide range of charity stalls.

At 17:30 the professional stage will feature a number of groups and a comedian and a large screen will broadcast live from Buckingham Palace.

To end the day, Scouts and Guides from Dacorum will light a beacon, one of over 2012 across the Country to make the Queens Jubilee and the evening will finish with a dazzling display of fireworks.

Olympics

Preparations are again in the advanced stages for the torch relay and its journey through Hemel Hempstead. The torch enters the borough at Leverstock Green where the torch will leave the vehicle and be carried by one of 17 torch bearers due to carry the torch through Hemel Hempstead. The torch will travel through the village to the roundabout on St Albans Road where it will turn left onto the dual carriage way and travel down to Moor End Roundabout. Via Moor End Road the convoy will proceed along Waterhouse Street and the torch bearer will enter the pedestrian area of the Marlowes. Convoy and torch bearer will meet up again at Bridge Street and continue past the Civic Centre and turn right on to Queensway. The torch will return to the vehicles a Wood Hall Lane and continue on its journey to Luton.

To mark this occasion there will be a retro sports day outside the Civic Centre with many Dacorum Schools taking part. In addition there are a wide range of events that will take place during the Olympic/Paralympic period.

Service Concerns

There are no service concerns at this time.