



AGENDA ITEM: 9

SUMMARY

Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	10th September 2014
PART:	1
If Part II, reason:	

Title of report:	Resident Services Quarter 1 Performance 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 and identify any areas where they require additional information or reports of specific projects.
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	
Health And Safety Implications	
Consultees:	Service Team Leaders, Community Safety Co-ordinator

Background papers:	Service Reports, Police reports (JAG), CorVu
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Housing and Community Overview and Scrutiny Quarter 1, 2014 – 2015

1 Introduction

1.1 This is the first quarter performance report for the Residents Services Group which forms part of the wider Neighbourhood Delivery service area and covers the period 1st April to 30th June 2014.

1.2 The services within this group are: -

2 Neighbourhood Action, Anti-Social Behaviour, Community Safety, The Old Town Hall, Children's Services, Community Cohesion, CCTV and Youth Democracy. In addition to the services above there are additional projects relating to verge hardening, play parks and the Tour of Britain

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

3 Quarter 1 Performance Report – CorVu

3.1 See Appendix A

4 Resident Services – 1st Quarter Achievements.

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

5 Community Safety Partnership

5.1 1st Quarter Report 2014-15

1/4/14 to 30/6/14 compared with same period in previous year showing percentage increase/decrease followed by rise/fall in number of crimes, followed by total number of crimes in period.

	All Dacorum	Position in County (10 Districts)per 1000 population 2014	Position in County (10 Districts)per 1000 population (2013)
All Crime	+15% (+233,1784)	5 th	6 th
Burglary Dwelling	-7.7% (-7, 83)	4 th	9 th
Vehicle Crime	+25.4% (+39, 192)	10 th	3 rd
Violent Crime	+39.2% (+82, 281)	5 th	7 th
Criminal Damage	-10.4% (-34,292)	7 th	8 th
Anti-Social Behaviour	-13.2% (-117,767)	5 th	5 th

5.2 As a result of recording procedures affecting some of the categories of crimes recorded by the police, it is now not possible to compare the affected categories with data from previous years as the datasets are quite different. This change

has produced a marked increase in the recording of certain crimes which therefore has an impact on the All Crime category which is showing an increase of 15% when compared to the same period last year.

- 5.3 As stated, comparing the two periods is not statistically valid because of the fact that it is like trying to make a comparative analysis between apples and pears.
- 5.4 Therefore the other categories, (Burglary, Vehicle Crime, Criminal Damage and Anti-Social Behaviour) can legitimately be compared to previous years' data. On that basis the increase in vehicle crime is a genuine increase and has been caused by two factors:-
 - A spate of thefts of petrol from vehicle petrol tanks across parts of Hemel Hempstead
 - Damage and interference caused to vehicles parked on footpaths in various parts of the borough.
- 5.5 Both of these issues have been brought to the CSP and in the case of the first issue one offender was dealt with for multiple offences. Investigations into fuel theft are ongoing.
- 5.6 What **can** be compared is the position of Dacorum in relation to the other districts. What can be seen from the final column of the table is that with the exception of vehicle crime, in the priority categories, Dacorum has improved or maintained performance in all categories compared to the 1st quarter of last year.
- 5.7 Until we have a baseline established after the first year of collection of the new datasets, the County position, Burglary, Vehicle Crime, Criminal Damage and ASB are the only datasets that we will be able to use in comparison with previous years' data.
- 5.8 A breakdown for the figures for all crime at Ward level is attached at appendix B. Please note that all figures for this quarter include the first 6 days of July 2014.

6 Anti-Social Behaviour

- 6.1 Reports of anti-social behaviour in Dacorum continue to reduce overall with a 13.4% reduction in the first quarter on 2014/15. There was however an increase of 22 reports to police for June 2014 compared to June 2013. Figures for anti-social behaviour are not included in the all crime total for Dacorum. Dacorum are placed 5th within Hertfordshire per 1000 population for incidents of ASB.
- 6.2 The Office for National Statistics have released national crime figures up to 2013/14, including ASB incidents. These show that Hertfordshire has had the greatest overall reduction in ASB in England and Wales over the period 2010/2014 at 66%; even adjusted for population the reduction is still the largest in England & Wales at 61%. This compares to reductions for England of Wales of 40% (36% per 1,000 pop)
- 6.3 In 2010/2011 Hertfordshire were ranked 20th best for ASB per 1,000 pop; we are now 2nd (behind Thames Valley).
- 6.4 Our MSG (Most Similar Group) is:

MSG – Reductions in ASB per year	2008/9	2009/10	2010/11	2011/12	2012/13	2013/14	Since 2010/11	per 1,000
Bedfordshire	4%	0%	-12%	-8%	-16%	-30%	-52%	-48%
Essex	-13%	-4%	-11%	-13%	-9%	-4%	-32%	-26%
Hertfordshire	-8%	-8%	-16%	-18%	-29%	-30%	-66%	-61%
Hampshire	-7%	-12%	-3%	-21%	-12%	-23%	-48%	-48%
Kent	-13%	7%	-4%	-14%	-15%	-11%	-38%	-37%
Thames Valley	4%	-6%	-19%	-24%	-30%	-12%	-62%	-55%
Avon and Somerset	-2%	-8%	-10%	-4%	-18%	-2%	-30%	-25%
England and Wales	-5%	-4%	-9%	-15%	-17%	-7%	-40%	-36%

6.5 Progress continues on the implementation of the new legislation, Anti Social Behaviour Police and Crime Act 2014. One of the key areas for members to note is the 'Community Trigger' as members can use this on behalf of their constituents.

6.6 The Community Trigger gives victims of anti-social behaviour the power to ensure that action is taken to deal with persistent anti social behaviour through a specific process.

6.7 The process will give victims and communities the right to request a review of their case and bring agencies together to take a joined up, problem solving approach to find a solution. There is a level of anti-social behaviour needed to activate the trigger – Three reports from an individual about separate incidents in 6 months or 3 individuals have separately reported similar in 6 months.

6.8 Consideration must also take account of: The persistence of the anti social behaviour; the harm or potential harm caused by the anti social behaviour and the adequacy of the response to the anti social behaviour.

6.9 The trigger can be used by a victim or another person acting on behalf of the victim such as a carer, family member, Member of Parliament or Ward Councillor.

6.10 A briefing paper for the Community Trigger will go to members at the start of October prior to its activation date of 20th October and an update of all the new powers will be presented to this committee in October.

7 Quarter 2 – 2014/15 priorities for ASB: -

7.1 Preparation for the introduction of new legislation – Crime, Policing and Anti-Social Behaviour Act 2014.

8 Neighbourhood Action

- 8.1 Some of the public meetings for the Neighbourhood Action areas took place during this quarter and the Neighbourhood Action consultation commenced and was to run until 31st July. Initial feedback indicates a high level of satisfaction with parking and highways issues the main concern. A full report of the findings of this survey will be reported in quarter 2.
- 8.2 A follow up on the targeted work in Woodhall Farm continued under the 'Love your Neighbourhood banner' with a Food Festival at Woodhall Farm Community Centre. Co-ordinated by the Neighbourhood Action team this was a truly partnership event which continues with a range of competitions for growing vegetables and sunflowers continuing over the summer – an overview is provided at appendix C.
- 8.3 The Neighbourhood Action Team Leader's work with British Cycling came to fruition and resulted in the 6th stage of the Tour of Britain travelling through Dacorum to finish in Gadebridge Park on 12th September 2014.
- 8.4 Community Payback works continued with general works such as litter picking, delivery of leaflets, works to Adventure Playgrounds (when closed to the public), community projects and clearing allotments so that they can be let.
- 8.5 Phase 2 of the Verge Hardening Project commenced and the first 4 areas for this financial year were completed and the areas for the remainder of this year have been identified and prioritised – regular reports are sent to all members.
- 8.6 There is reduced capacity in the Neighbourhood Action Team due to long term absence and as of one member of staff and a Lead Officer being successful in obtaining a team leader post within the Council.

9 Quarter 2 2014-15 priorities: -

- 9.1 Deliver the finish of Tour of Britain event in Gadebridge Park – 12th September 2014.
- 9.2 Continue with next stage of verge hardening project
- 9.3 Neighbourhood Action public meetings and consultation
- 9.4 Progress play area refurbishments
- 9.5 Follow up on Love Your Neighbourhood Food Festival

10 Children and Young Peoples Services

10.1 Adventure Playgrounds

- 10.2 The numbers of children aged 6 – 12 Years inclusive attending the adventure playgrounds in the last quarter were: - 25,219, which surpassed the target by 2,935 attendances. Easter was particularly busy with after school attendances also at an all time high.
- 10.3 In addition to the core adventure playground attendance the numbers of young people aged 11 – 16 attending the youth clubs at all 4 adventure playgrounds continues to increase with 1391 attendances and numbers steadily increasing.
- 10.4 Youth Connexions Sessions were stopped at Adeyfield due to damage of equipment and a restart date with a strong agreement is in the process of

agreement at this time. Grovehill sessions are continuing and Chaulden sessions have restarted at the end of June.

10.5 Youth Democracy

10.6 With exams the priority of a lot of the DYF members, attendance at monthly meetings and involvement during this time has been fairly quiet, which unfortunately saw the meeting for April cancelled. However in May members of the group met with the Manager of the Old Town Hall who attended to speak about an exciting arts award project in conjunction with the Arts Council.

10.7 Discussions regarding affordability of access to Arts and Entertainment were discussed at the May meeting with the Old Town Hall and the possibility of more affordable tickets for young people being made available at the Old Town Hall. This is one of the priorities identified by young people in their presentation to members in November 2013.

10.8 In June, the group discussed becoming involved with some work with charities. Several ideas and possible organisations to get involved with were discussed and the forum are in the process of making arrangements with these organisations.

10.9 In June members of the youth form were involved with a 'Conversation Café' in partnership with the NHS trust who wanted to hear what young people think about health services in the area. The feedback from the young people was very positive and they felt they were encouraged to speak their mind and fully express their views.

11 Quarter 2 Priorities 2014 – 15:-

- 11.1 Increase membership of Youth Forum - continue
- 11.2 Access to the Arts/ Entertainment
- 11.3 Improvements/repairs to equipment at Adventure Playgrounds
- 11.4 Increase attendance at Adventure Playgrounds

12 Community Cohesion

12.1 Youth Action Entertainers continue to work in partnership with Housing on a range of events and volunteers have performed at sheltered housing schemes and carried entertained at community groups and also partnered with Beechwook Park School who's students entertained residents in Sursham Court, Markyate.

12.2 Neighbourhood Action continue to support the local Interfaith Group and have been working with them to increase membership numbers in the following ways:-

- Articles in, Dacorum Digest, The Review, Gazette Newspaper and staff electronic noticeboard.
- Leaflets and posters created to increase interest in DIN and promote 'Interfaith 14' event
- Display board created to take to meetings/events
- Research to locate religious groups in Dacorum – 100 new contact details now held
- Emails sent explaining about Dacorum Interfaith Network

- Contact details of previous members, speakers and guests collated –increase from 38 to 68 who are happy to be kept in touch with interfaith issues.

12.3 Plans are underway for and Interfaith 14 event on 23rd November 2014 and there have been three meetings with a range of speakers with increasing attendance at each meeting on the following subjects: - April – 3 speakers 'compassion'. May 2 speakers Baha'i faith and June – 3 speakers future of faith in Dacorum.

13 Priorities 2014 – 15:-

13.1 Increase membership of groups

13.2 Increase the capacity and the performances of Youth Action Entertainers

14 CCTV

14.1 The final transfer of all control room services was completed at the end of May and the new systems are all up and running.

14.2 Following requests from the Public Houses in the Pub Watch scheme, the CCTV /control room has secured radios from Shopsafe Ltd and re introduced the radio support scheme and extended this to shops within the Marlowes and the shopping centres. Police have radios and are in direct contact with pubs and shops across the area.

14.3 There has been 708 incidents captured in the first quarter and 80 requests for footage

14.4 Police are tasking the control room and early results are very promising with a burglar caught in the act and police guided in for the arrest.

15 Quarter 4, 20123-14 priorities: -

15.1 Ongoing planning and implementation of code of practice

15.2 Development of CCTV/Community Control services

16 Old Town Hall

16.1 The works to re-open the Cellar with disabled access and to deliver an extended programme continue and will be completed in the next quarter with the opening planned for 13th September 2014.

16.2 The Old Town Hall will also be hosting the Tour Of Britain press venue on 12th September 2013.

16.3 As was anticipated, the attendance levels over the last quarter have been below target (51.3% against a target of 57%) due to the significant works and the reduced service available. The Old Town Hall is unable to provide a refreshment service.

16.4 In addition to this the private hires are significantly reduced with 9 over the whole quarter.

16.5 A full report on the Old Town Hall will come to committee in November 2014.

17 Quarter 2 Priorities: - 2014 -2015

17.1 Deliver reduced programme whilst Cellar access works are in progress.

17.2 Folk Festival, 19th July

17.3 Award contract for the catering in the café and bar

17.4 Host the media for the Tour of Britain 12 September 2014

- 17.5 Grand Reopening September 2014
- 17.6 To offer an extended programme utilising the Cellar