



AGENDA ITEM: 3

SUMMARY

Report for:	Housing and Community Overview & Scrutiny Committee
Date of meeting:	11th September 2013
PART:	1
If Part II, reason:	

Title of report:	Resident Services – Quarter 1 Performance Report
Contact:	Neil Harden, Portfolio Holder for Residents and Regulatory Services Julie Still - Author/Responsible Officer
Purpose of report:	1. Monitoring and information
Recommendations	1. That Members note the report 2. That Members identify any areas of the services or specific projects where they require additional information.
Corporate objectives:	<ul style="list-style-type: none"> • A Safe and Clean Environment • Building Community Capacity • Dacorum Delivers • Regeneration and Economy
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/carried out* Individual projects are assessed
Health And Safety Implications	Managed within existing services – individual projects are risk assessed

Consultees:	Individual Service Team Leaders and Community Safety Co-ordinator, District Commander Hertfordshire Fire and Rescue
Background papers:	Service reports, Police reports, Fire and Rescue Service Reports and CorVu
Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i>	This report relates to quarter one performance from 1 st April 2013 to 30 th June 2013
Glossary of acronyms and any other abbreviations used in this report:	CSP – Community Safety Partnership ASB – Anti Social Behaviour NA – Neighbourhood Action

Housing and Community Overview and Scrutiny Quarter 1, 2013 – 2014

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 2013 to 30th June 2013.

1.2 The services within the Resident Services 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.

1.3 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.

1.4 Further information on Resident Services can be found at www.dacorum.gov.uk/residents

2 Community Safety

2.1 **Dacorum Crime Summary – 1/4/13 to 30/6/13 compared with same period in previous year showing percentage increase/decrease and number of crimes (increase +/decrease -) followed by the total number of crimes in the period.**

	Hemel Hempstead	Berkhamsted	Tring	Dacorum	Position In County (10 districts) per 1000 population
All Crime	-17.7% (-266) 1241	+12.3% (+20) 182	-26.4% (-37) 103	-15.6% (- 283) 1526	6 th
Burglary Dwelling	-38.5% (-30) 48	+460% (+23) 28	+87.5% (+7) 15	0% (0) 91	9 th
Vehicle Crime	-20.5% (-32) 124	-23.8% (-5) 16	-65.7% (-23) 12	-28.3% (-60) 152	3 rd
Violent Crime	-19.4% (-57) 237	+10.3% (+3) 32	+5.6% (+1) 19	-15.5% (-53) 288	Not available
Criminal Damage	-6.5% (-19) 275	+39.1% (+9) 32	-13.6% (-3) 19	-3.8% (-13) 326	8 th
Anti Social Behaviour	-30.6% (-339) 769	-50% (-62) 62	-46.5% (-46) 53	-33.6% (-447) 884	5 th

2.2 Please note that Anti-Social Behaviour Incidents are NOT Crimes and therefore do not form part of the All Crime Figures.

2.3 The Community Safety Partnerships continues to work towards reducing crime and disorder in the areas identified through the annual strategic assessment.

2.4 For 2013/14, those priorities are: -

- Anti Social Behaviour and Criminal Damage
- Dwelling Burglary
- Vehicle Crime
- Alcohol Misuse
- Drug Misuse
- Managing Offenders/ Reducing Re Offending

3 Hertfordshire Fire and Rescue Service Performance Summary:- April 2013 – July 2013

- 3.1 Hertfordshire Fire and Rescue Service have provided a comprehensive report regarding their work and performance within Dacorum which shows a comparison for Dacorum against the rest of Hertfordshire (appendix A).
- 3.2 As you will see from the table below relating to several categories, relating to fire, Dacorum is performing exceptionally well.

	Deliberate Fires	Primary Fires	Fire Injuries
Hertfordshire	+22% (322 to 393)	+22% (423 to 516)	-36% (13 to 9)
Dacorum	-2% (52 to 41)	+5% (64 to 67)	Fallen (2 to 0)

4 Resident Services - Achievements.

- 4.1 The following achievements are a sample of the projects/work undertaken by this group of services during the first quarter of 2013/2014.

5 Dacorum Anti-Social Behaviour Team

- 5.1 As reported in the Community Safety report, anti-social behaviour has reduced by 33.6% for the first quarter of this year compared to 2012/13. This is a reduction of 447 reports for the first quarter and this follows a significant reduction in reports during 2012/13 (28% for the year).
- 5.2 Cases that are dealt with by the Council's Anti Social Behaviour (ASB) Team continue to be of complex and serious nature and involve a range of agencies to deal with these issues. The level of support required from officers can be intensive.
- 5.3 The Family Intervention Officer continues to work with the ASB Team and currently has a caseload of 6 families. The Officer works intensively with this small number of families who meet certain criteria and who have complex needs. Case studies will be provided as part of the quarter 2 report.
- 5.4 A new ASB Team Leader has been appointed, Nicola Bryant and recruitment has commenced for a replacement ASB Officer.
- 5.5 The ASB Team are working with a range of agencies to deliver the out of court disposals of minor or first offences perpetrated by young people to avoid them entering the criminal justice system. This system identifies a restorative approach to dealing with offences which if not complied with would result in the referral to the more formal court process.

6 ASB Priorities for 2013/14 – quarter 2 and on-going

- 6.1 Review policies and procedures in partnership with other DBC services in light of the proposed introduction of the new Anti Social Behaviour legislation.
- 6.2 Work with Hertfordshire County Council's Thriving Families Project to deliver the Family Intervention project across the borough to the identified cohort.
- 6.3 To work with other agencies and our communities to deliver a restorative approach to dealing with low level anti social behaviour.

7 Neighbourhood Action

- 7.1 Work commenced on the first areas of the verge hardening project. The first area was in Ritcroft Street and has been well received by residents.
- 7.2 An up to date progress report on the verge hardening project can be seen at appendix B. Works are continuing and the budget is delivering more areas than initially expected.
- 7.3 Comprehensive consultation takes place with all residents in the relevant areas prior to any works.
- 7.4 It is expected that this project will conclude at the end of quarter 3 having delivered more parking spaces than expected and the Housing Service has advised that should this project continue they will contribute a further £100,000 towards extending the project. There continues to be significant demand for additional parking provision and a large number of additional areas have been identified during this project.
- 7.5 There were 9 play parks upgraded in the last quarter of 2012/13 and very successful launch events took place over Easter.
- 7.6 Easter colouring competitions were held in the run up to the launches. 210 entries were received for the competitions and prizes were awarded at each play area launch.
- 7.7 333 children and 174 adults attended the play area launches in Jocketts Field, Butts Meadow, Miswell Lane, Hyde Lane, Coronation Fields, Lockers Park, Warners End Valley and Langley Meadow. Free face painting and arts and crafts were enjoyed by attendees despite some very chilly weather.

8 2013/14 quarter 2 priorities: -

- 8.1 Complete the Verge Hardening Project – quarters 2 and 3 2013/14
- 8.2 Public meetings to be held in all Neighbourhood Action areas – priorities refreshed and information exchanged – quarter 2.

8.3 Love Your Neighbourhood Pilot event – 19th July 2013

9 Children, Young People and Youth Democracy

9.1 The total number of attendances at the Adventure Playgrounds for the first quarter of 2013/14 was 21,155 and 931 young people aged between 11 and 16 years attended the Youth Clubs.

9.2 The new venture in partnership with Youth Connexions to use the Adventure Playgrounds as venues for additional youth clubs has achieved 614 attendances in the first quarter. This project has experienced some initial problems but close working with Youth Connexions is helping to resolve this.

9.3 Following the review, all staff implemented the changes to the service from 1st July 2013 in time for the busiest time of the year over the summer. The new structure increases the services provided by the playgrounds by mainstreaming the Youth Clubs which have been reliant on external/add hock funding. The new structure also delivers budget savings but does not reduce the opening hours of the service.

9.4 Dacorum Youth Forum has carried out the start of their recruitment campaign. There are now 19 young people registered for the Youth Forum.

9.5 Face Painting Training, 27th June 2013: - The long queue for face painting at community events was identified as an issue in April 2013. As a result the NA team decided to run free face painting training for young people who are interested in volunteering at community events in future. 10 young people took part in the training and will now be invited to volunteer at events over the summer holidays to practice their skills.

9.6 The Neighbourhood Action Team are continuing to work with the Hemel Skate park group and are also working with Youth Connexions to organise the skate bash on Saturday 17 August. There will be live music from local bands, competitions and stalls to raise money for the improvements to the skate park.

10 Quarter 2 priorities: -

10.1 Implement the review and new structure at the Adventure Playgrounds – quarters 3 and 3

10.2 To continue to monitor the partnership projects with Youth Connexions

10.3 To continue to develop the youth democracy agenda and offering to children and young people within Dacorum

10.4 To work with the Hemel Skate Park group to deliver the event on 17th August

10.5 National play week at all 4 Adventure Playgrounds

11 CCTV and Town Centre

- 11.1 The control room managed 289 separate incidents during the first quarter of this year and 76 arrests directly involving the CCTV control room.
- 11.2 Israr Ali, who is a CCTV Controller was commended for his public spirited action by His Honour Judge Plumsted at St Albans Crown Court. Israr's actions led to the apprehension of a criminal and his receiving a 4 year sentence but more importantly secured the safety of a vulnerable female. Israr received his award from the High Sheriff and Judge Plumsted at St Albans Crown Court.
- 11.3 Israr has also been nominated by the Gazette for the Pride of Dacorum Awards.
- 11.4 A summer programme has been completed to be delivered from the bandstand during the summer weekends and a programme is attached at appendix D.
- 11.5 The Town Centre Support Officer is working with the Regeneration Team to consider the impact of the works in the Old High Street on the Halloween and Christmas events. Alternative options are being developed.

12 Quarter 2 priorities

- 12.1 Complete the transfer of CCTV control to the new Community Control Centre at Cupid Green, quarters 2 and 3
- 12.2 Deliver the summer programme of events in the Marlowes.
- 12.3 Work with the Regeneration Team to deliver the Halloween and Christmas events in the Old Town.

13 Old Town Hall

- 13.1 A successful quarter with a highly successful community event – 'Around the World in a Dozen Dances' - a sell-out celebration of dance from around the globe.
- 13.2 The inaugural Look-Out / Pop Up Festival. An on the road programme of performances and events which we presented in venues in Hemel Hempstead, Markyate and Berkhamsted. Feedback has been very, very positive, resulting in an increase in customers registering on our database for family performances.
- 13.3 A successful quarter in terms of audience attendance - achieving a figure of 62% for the April – June period
- 13.4 Preparations continue for the Phase 1 to the kitchen and Gallery Bar and the Phase 2 works to the Cellar in preparation for the reopening in Spring 2014.

14 Quarter 2 Priorities: -

- 14.1 To complete phase one work to the Gallery Bar and kitchen.
- 14.2 To meet PI's for quarters 2
- 14.3 Deliver the last of the Look Out Pop Up events for this year
- 14.4 To launch the new season in August

15 Service Concerns

- 15.1 There are no service concerns at this time