

AGENDA ITEM: 6

SUMMARY



Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	12th September 2012
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 for Resident Services and allocation to 2012 Diamond Jubilee and Olympic events from reserves.
'Value For Money Implications'	<u>Value for Money</u>
Risk Implications	As per Neighbourhood Delivery Service Plan
Equalities Implications	
Health And Safety Implications	Individual risk assessment undertaken for events such as Diamond Jubilee and Torch Relays
Consultees:	Service Team Leaders, Community Safety Co-ordinator

Background papers:	Service Reports, Police reports, CorVu
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Housing and Community Overview and Scrutiny Quarter 1, 2012 – 2013

Introduction

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 1 April 2012 to 30 June 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.

In addition to the above services Resident Services have had responsibility for the Diamond Jubilee celebrations, the Olympic and Paralympic Torch relays and some of the associated events.

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.

Quarter 1 Performance Report – CorVu

See Appendix 1

Quarter 1 Operational Risk Reports

See Appendix 2

First Quarter Achievements:

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

Community Safety

Dacorum Crime Summary – Quarter 1 2012-20123

1/4/12 to 30/6/12 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

THESE ARE 1st QUARTER FIGURES

	Hemel Hempstead	Berkhamsted	Tring	All Dacorum	Position in County (10 Districts)per 1000 population
All Crime	-13.5% (-238,1527)	-20.7% (-43,165)	-16.5% (-28,142)	-14.4% (-309,1834)	6 th
Burglary Dwelling	-14.9% (-14,80)	-37.5% (-3,5)	+12.5% (+1,9)	-14.5% (-16,94)	7 th
Vehicle Crime	-28.5%% (-63,158)	-32.3% (-10,21)	+28.6% (+8,36)	-23.2% (-65,215)	9 th
Violent Crime	-3.6% (-11,298)	No change (0, 29)	+12.5% (+2,18)	-2.5% (-9, 345)	6 th
Criminal Damage	-15.4% (-54,296)	-16.7% (-5, 25)	-35.3% (-12, 22)	-17.1% (-71, 343)	8 th
Anti-Social Behaviour	-23.9% (-149, 1113)	-29.3% (-51, 123)	-18.2% (-22, 99)	-24% (-422, 1335)	6 th

Highlights are that all crime is continuing to reduce showing a decrease across the borough of 14.4%.

Increases in Burglary, Vehicle Crime and Violent Crime are showing in Tring – the actual numbers are very small which is why percentages can look large. However these will be examined by the Joint Agency Group and options for focused activity will be considered where appropriate.

Anti-Social Behaviour

The ASB Team continue to pilot the new IT system to monitor severe cases of ASB and vulnerable residents in partnership with the Police.

Three events have been held in Tring, Berkhamsted and Hemel Hempstead to raise awareness of Hate Crime incidents and how to report them. One of the key aims of these events was to encourage the wider community to report such matters where they witness them. Over 300 people received information from the ASB Team, Police and Accessible Dacorum.

The Family Intervention Officer continues to work with families at risk of losing their homes and causing unacceptable behaviour. During this quarter the officer has worked with 6 families and recovered £7047.41 in outstanding benefits for rent and Council Tax. The Family Intervention Officer has provided support to families and some of the key achievements and a case study are attached at **appendix 3**.

As far as more formal actions are concerned there have been 1 Acceptable Behaviour Contract (ABC), 2 Anti-Social Behaviour Injunctions with the power of arrest attached to them which gives protection to vulnerable victims of ASB in within the borough. Breach of these injunctions is contempt of court and punishable with a fine and imprisonment.

An ASB officer has completed training to deliver Domestic Violence Awareness training and 2 training sessions for 30 officers are arranged with 3 further courses planned.

Funding was obtained from Hertfordshire County Council to deliver a further SKID's project at Bovington Airfield (Steering Kids to Drive Safely) over Easter 2012. Thirteen young people were identified by the ASB Officer in partnership with schools and the Police Community Support Officers.

The nature of the ASB cases at this time is very complex and contentious. With the holiday period coming up, and demands on the ASB team so high, the team will be under increasing pressure.

A white paper was published in May – Putting Victims First, More Effective Responses to Anti-Social Behaviour. The paper details the proposals for new tenure neutral legislation which reduces the 19 pieces of legislation to 6 and introduces a Community Trigger. A full report of these changes will follow in a later report.

Quarter 2 - 2012/13 priorities: -

Continued pilot of new joint ASB software with Hertfordshire Police.
Delivery of Domestic Violence Training
Establish a working group for the new White Paper – Putting Victims First

Neighbourhood Action

The Street Champions project was launched in Adeyfield on 21 April 2012 and 29 volunteers have signed up to this project. Safety information and equipment have been issued and Champions information packs will be available in the next quarter.

Adeyfield Neighbourhood Action Group celebrated the Queens Diamond Jubilee on Sunday 3rd June. Despite pouring rain the community came out to celebrate with a church service early morning and a Big Jubilee Lunch and community fair. Memorabilia was collected from local residents which recorded the Queens visit in 1952 which, along with a film of the event, formed an exhibition in the Community Centre.

Neighbourhood Action public meetings have been held in Gadebridge/Warners End/Chaulden and a new format has been introduced with a wide range of agencies attending from the community and voluntary sectors to inform and support residents. A new consultation method was used which has provided very localised details and information regarding satisfaction of a wide range services (not only DBC services), local concerns and priorities. Consultation Report is attached at **Appendix 4**.

Verge Hardening project is progressing with the top areas having had initial environmental inspections and the Corporate Environmental Group agreeing that the Verge Hardening Group examine alternative/additional options to address parking issues across the borough. Three additional pilot projects were agreed and are being developed at this time. The three pilots are: -

1. Preventative measures such as barriers, bollards etc. to prevent obstructive parking and damage to amenity greens – pilot areas are Long Chaulden Hemel Hempstead and Everest Way, Hemel Hempstead.
2. Traffic Regulation Orders to legally restrict parking – Cavendish Road and Cowper Road both in Markyate.

3. A Bye Law to legally restrict parking – Several roads in Woodhall Farm all identified on this project.

Areas from the current listings have been selected as the pilot areas for these projects and at this time the options are being evaluation to see if they are feasible.

Quarter 2 - 2012/13 priorities: -

Neighbourhood Action Public Meetings in Bennetts End, Bourne End, Town Centre, Adeyfield, Grovehill and Woodhall Farm and consultation reports.
Progress Verge Hardening project.
Progress Play Park improvements in partnership with CSG.

Children, Young People and Youth Democracy

With the spring came increased numbers of children and young people to the 4 adventure playgrounds. From 1st April to the 30th June there were 17,134 attendances with 972 of those attendances by children with special needs.

The 4 Youth Clubs are going from strength to strength and have doubled the attendances during the first quarter to 984 with Adeyfield and Chaulden being particularly successful.

Berkhamsted Youth Town Council updated local residents at the Town Council AGM about what they have been involved in over the last year. This included the Berkhamsted Ideas Delivered (BID) project, young people's survey and installation of lighting at Canal Fields.

Youth Action Entertainers went to William Crook House where 14 residents and 20 young people. Singers, Piano/ Guitar Players and Irish dancers performed for the residents and the individual volunteers helped co-ordinate and chat with older residents. Housing have now joined the partnership between Neighbourhood Action and Age Concern. The housing team are keen to develop the project as are Age Concern so they will add additional sessions to the 4 per year that already run.

43 students from Cavendish School year 11 came to the Council Chamber at the Civic Centre for Cavendish Future Thinking Day. The pupils came as a reward for high-achievement and the Mayor gave special permission for the Charters to be opened for the day, and gave certificates to the students for their achievements.

Quarter 2 2012/13 Priorities: -

Working with Neighbourhood Action Groups on Olympic Torch event
Youth Action Events
Secure funding for Youth Club sustainability
National Play Days at all 4 Adventure Playgrounds

CCTV and Town Centre

The control room managed 519 separate incidents during the first quarter of this year. There were 94 arrests directly involving the CCTV control room, 116 calls regarding lost, found or stray dogs and 347 visitors to the CCTV control room.

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

The CCTV tender closed and tenders were evaluated and the report and recommendations were referred to the portfolio holder for decision.

Quarter 2, 2012/13 priorities: -

- Formally Appoint CCTV contractor
- Start works

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.

Quarter 2, 2012/13 priorities: -

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

To go out to tender for the proposed improvements for access to the cellar and the improvements to the Gallery Bar.

Diamond Jubilee

A range of Diamond Jubilee Celebrations in Dacorum took place in Dacorum over the long bank holiday weekend. Once again Hertfordshire had the highest number of street parties recorded in England and Dacorum was the joint highest district in Hertfordshire with Three Rivers.

Dacorum Borough Council led events were over 2 days on 3rd and 4th June. Starting in Adeyfield on 3rd June (Neighbourhood Action) followed by a celebratory event in Gadebridge Park on 4th June.

This event went ahead despite poor weather and over 300 people took part in the carnival parade with many more joining in along the route. The carnival floats were made by a range of community groups and warmly welcomed on their journey as well as being accompanied by majorettes, Police Cadets and led by the Mayor and the Carnival Prince and Princess who were voted for by the Community.

The Community Stage hosted a range of talent from across the borough and entertained people all afternoon. The Royal Artillery's Parachute Team, the Black Knights made an exciting twilight entrance to the park.

Finally the professional stage took over from the Black Knights with performances from Hank Wangford and the Lost Cowboys, Ahab and Shooglenifty and the evening finished with a spectacular firework display and the Scouts lit one of 2012 beacons to mark the Jubilee.

Olympics

Preparations are again in the advanced stages for the torch relay.

Service Concerns

There are no service concerns at this time.