



AGENDA ITEM: 6

SUMMARY

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	13th November 2013
PART:	1
If Part II, reason:	

Title of report:	Resident Services quarter 2 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 <u>Value for Money</u>
'Value For Money Implications'	
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, CorVu

Housing and Community Overview and Scrutiny Quarter 2, 2013 – 2014

1 Introduction

1.1 This is the second quarter performance report for the Residents Services Group which forms part of the wider Neighbourhood Delivery service area and covers the period 1st July to 30th September 2013.

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, Town Centre Management and Youth Democracy..

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 2 Performance Report – CorVu

3.1 See Appendix A

4 Operational Risk Report

4.1 See Appendix B

5 Resident Services - Second Quarter Achievements.

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

6 Community Safety Partnership

6.1 All crime within the borough has reduced by 10.4% compared to the same period last year which relates to 358 fewer crimes. A full breakdown is provided in Appendix C which shows the details around the Partnership priorities of Anti-Social Behaviour and Criminal Damage, Vehicle Crime, Dwelling Burglary, Alcohol Misuse, Drug Misuse and Managing Offenders/Reducing Re-offending.

6.2 A further breakdown of specific crimes by ward is provided at appendix D, please note that anti-social behaviour is not classified as a crime or included in the *all crime* figures.

6.3 The Community Safety Partnership sponsored the bravery award at the Pride of Dacorum Awards. This award was won by a 6 year old boy, Archie Major, who had shown incredible bravery when his mother collapsed at home and knocked herself out. Lauren Goldberg-Kosab was highly commended in this category as well for her selfless rescue of an elderly neighbour from a fire.

7 Anti-Social Behaviour

7.1 Reports of anti-social behaviour continue to reduce with a 35% reduction year to date across the borough. Figures relating to reports at a ward level can be found at appendix D.

7.2 A new Team Leader was appointed for the Anti-Social Behaviour Team – Nicola Bryant. Nicola has established strong links with the police and is working in partnership to deliver improved outcomes and early intervention for victims of anti-social behaviour.

7.3 An injunction with a power of arrest was obtained at County Court to help protect vulnerable people within the community.

7.4 The Family Intervention Officer continues to work with challenging families across the borough and significant results have been achieved in the 3 key areas of increasing school attendance, reducing crime and anti-social behaviour and thirdly addressing worklessness.

8 Quarter 3 – 2013-14 priorities for ASB: -

8.1 Deliver further training within the Council on domestic abuse and roll out the DASH (Domestic Abuse Stalking and Honour based violence) risk assessment.

8.2 To produce joint procedures to manage anti-social behaviour with the Housing Service

9 Neighbourhood Action

9.1 'Love Your Neighbourhood' was piloted in a specific lower super output area within Woodhall Farm. This project was about bringing together all of the services who do area inspections, ward walks etc., in the community and agencies with an investment or responsibility in the area to deliver on issues identified by the community.

9.2 This resulted in a wide range of partners being involved including Ward and County Councillors, Portfolio Holder, Metropolitan Housing Association, Circle Anglia Housing Association, Police, Fire Service, Highways, Clean Safe and Green, Environmental Health, Environmental Sustainability (heating advice, recycling), Revenues and Benefits, Housing (a range of service areas) .

- 9.3 The project included intensive consultation which identified specific issues in their neighbourhood. Where these matters were of a physical nature they were inspected by all agencies on a pre-arranged morning inspection by all agencies and many were immediately dealt with. The top three issues identified by residents were: anti-social behaviour; roads and pavements and clean streets.
- 9.4 The morning's inspection was followed by an event in the park which offered a range of opportunities to speak to the services and agencies that work in this area and get appropriate advice and information. Face painting, craft, inflatables were welcomed by the residents and kept the children occupied.
- 9.5 A full report will be brought to this committee in January 2014 as part of the Neighbourhood Action report.
- 9.6 The Verge Hardening project continues with 138 additional spaces completed at this time across the borough. Further funding has been secured to continue this project and the process to identify areas of need will be repeated.
- 9.7 Neighbourhood Action Public meetings took place in 7 areas across the borough during September. The ward Councillors chaired the meetings which were attended by 350 people.
- 9.8 The Neighbourhood Action team facilitated work experience for 5 students from Adeyfield School who were placed at DBC for 1 week as part of their business and administration apprenticeship during September. A range of joint and individual activities were co-ordinated between 4 departments within the council.
- 9.9 A total of 10 new volunteers took part in face painting training in September 2013. The group will join the network of volunteer face painters for community events who have painted the faces of hundreds of children (and adults) since training in June 2013. Events have included the Woodhall farm 'Love your Neighbourhood' event, the Community Bandstand event for Community Action Dacorum, the 'Link' family fun day, Adventure Playground National Play Days and the Communities Together Mela.

10 Quarter 3 - 2013-14 priorities: -

- 10.1 Complete phase 1 Verge Hardening project.
- 10.2 Christmas lights and events in Neighbourhood Action areas
- 10.3 Identify areas for further Love Your Neighbourhood events.

11 Children, Young People – Adventure Playgrounds

- 11.1 The numbers of children aged 6 – 12 Years inclusive attending the adventure playgrounds in the last quarter were: - 30095.
- 11.2 This year's National Play Days had the highest attendance recorded with over 1000 children and their parents attending both Chaulden and

Adeyfield and over 700 attending both Bennetts End and Adeyfield. In addition to the high attendance the playgrounds raised funding for events throughout the year.

- 11.3 At Adeyfield the Bike Doctor Project saw 19 children benefit from second hand bicycles having worked on them to repair and service them.
- 11.4 The 4 Youth Clubs continue to thrive with numbers continuing to increase and attendance numbers were 984 for the last quarter which takes into account a 2 week closure during the summer. Youth Connexions are also delivering youth clubs on different nights at 3 of the venues.
- 11.5 The youth forum at Adeyfield Youth Club has been working with Mencap and has secured funding to improve the gardens at Mountbatten Lodge care home. Work will start this autumn

12 Quarter 3 2013-14 Priorities: -

- 12.1 – Review the new Adventure Playgrounds Service Structure
- 12.2 – Half Term programme and reduced Christmas programme (due to Christmas closure period)

13 Youth Democracy

- 13.1 Dacorum Youth Forum continues to meet and there are currently 18 active members of the group. Mayor, Cllr Penny Hearn attended the July meeting and opened up conversations about the issues that young people felt the Borough Council needed to address.
- 13.2 Members of the Dacorum Youth Forum volunteered their time at the Herts Learning Disability Games organised by the Sportspace Sports Development team and funded through the Herts Sports Partnership. Katie Giddings, One of the volunteers has written a Digest article with her account of the experience.
- 13.3 Youth Action Entertainers were at Elizabeth House in July where 10 young people took part in a display of singing and Irish Dancing. These events continue to be run in partnership with Age UK Dacorum and Tenant Participation.
- 13.4 In August 13 young people from the Dacorum Youth Forum (10) and National Citizen Service (3) came to the Mayors Parlour to meet with a number of Local Councillors and the Mayor. This was an informal setting where the group discussed issues affecting young people at a local level and set out key developments that young people and councillors would like to see in future. This is the first step in a programme of activities to raise the profile of young people within the Borough.
- 13.5 On Saturday 17 August, Hemel Skate Jam took place in Gadebridge Park. Hemel Skate Park group have been working with the Neighbourhood to raise

funds for improvements to Gadebridge Skate Park. An estimated 300 people enjoyed the skate jam where music was provided by Youth Connexions and local bands, DJ's and rappers kept the crowd entertained.

14 Quarter 3 priorities 2013 – 14:-

14.1 Increase membership of Youth Forum

14.2 European Local Democracy Week

15 Community Cohesion

15.1 Neighbourhood Action contributed funding, support and attended the sports day for the Russian Speaking group. Sportspace supported the group to organise the day which celebrated their one year anniversary. Neighbourhood Action have also supported the group with the DBC grant application which was successful to run Russian Language classes.

15.2 The Communities Together Mela weekend was run in partnership with Global Pindd and the Old Town Hall. The traditional outdoor event was brought indoors to the local theatre and hosted a range of community and professional performances. Performances and workshops included African drumming, Line Dance, Irish Dance, Salsa Dance, Bollywood, Hip hop, Gujarati and street dance. Free stalls were also in the café bar; Face painting, arts and crafts and henna. Including the performers who joined the audience after their performance, 189 people watched the show. 29 people took part in the 2 African drumming workshops. 40 faces were painted, 40 shakers and 75 ribbons batons were made in arts and crafts.

16 Quarter 3 priorities 2013 – 14:-

16.1 Kick Racism Out of Football event

17 CCTV and Town Centre

17.1 The town centre bandstand hosted a wide range of events at weekends during the summer which included circus workshops, giant exotic birds, balloon artists, Punch and Judy, pre historic cave men, steel drums, Caribbean arts and crafts workshops, magic shows and Phoenix Dixieland Jazz Band.

17.2 Israr Ali, CCTV Operator was nominated for the Pride of Dacorum Awards Unsung Hero by the Gazette. This followed a commendation from His Honour Judge Plumstead for outstanding work resulting in the prosecution and imprisonment of an individual targeting a young woman.

17.3 The CCTV control room managed 597 separate incidents during the second quarter of this year. There were 91 arrests directly involving the CCTV control room, 122 calls regarding lost, found or stray dogs, 174 visitors to the CCTV control room and 49 missing persons.

18 Quarter 3, 2012-14 priorities: -

- 18.1 Complete the transfer of CCTV to Cupid Green site
- 18.2 Implement new code of practice for CCTV
- 18.3 Christmas Event – 24th November

19 Old Town Hall

- 19.1 A summer of Look Out Pop Up Theatre was on the road across Dacorum with events at Adeyfield, Highfield Berkhamsted and Markyate.
- 19.2 Phase One of the works to the Old Town Hall were completed during August and on time and saw the improvements to the kitchen area and Gallery Bar.
- 19.3 Following on from the improvements, interim arrangements for a café were implemented and this opened on 16th September 2013. Initial response has been limited by the current works to the Old High Street as have the number of private lettings.
- 19.4 In September Sales of tickets for the new program were in demand and a number of shows sold out within 20 minutes of being launched.
- 19.5 Preparation for works to install disabled access to the cellar venue continue with works due to commence in January 2014 and complete in the spring.

20 Quarter 3 2012/13 priorities

- 20.1 Deliver Autumn / Winter programme
- 20.2 Prepare for major works to Old Town Hall