

**AGENDA ITEM:
SUMMARY**



Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	18th June 2014
PART:	1
If Part II, reason:	

Title of report:	Resident Services quarter 4 report, 1/1/2014 to 31/3/2014
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, CorVu
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Housing and Community Overview and Scrutiny Quarter 4, 2013 – 2014

1 Introduction

1.1 This is the fourth quarter performance report for the Residents Services Group which forms part of the wider Neighbourhood Delivery service area and covers the period 1st January 2014 to 31st March 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, 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 4 Performance Report – CorVu

3.1 See Appendix A

4 Resident Services – 4th 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 All crime within the borough has reduced by 4.4% during the last 12 months. 298 fewer crimes. A copy of the report to the Responsible Authorities Officers Group and the Community Safety Partnership is provided in Appendix B.

	Hemel Hempstead	Berkhamsted	Tring	All Dacorum	
All Crime	-3.79%	-1.8%	-12.6%	-4.4%	<u>6th</u>
	(-205,5228)	(-13,699)	(-68,470)	(-298,6417)	
Burglary Dwelling	-26.8%	+1.8%	-17%	-22%	<u>4th</u>
	(-87,238)	(+1,56)	(-8,39)	(-94, 333)	
Vehicle Crime	-2.9%	-23.8%	+1.8%	-5.2%	<u>7th</u>
	(-18, 591)	(-25,80)	(+2, 114)	(-43,785)	
Violent Crime	+3.6%	+6%	-15.9%	+2.3%	<u>5th</u>
	(+25,750)	(+5,83)	(-10,53)	(+20, 893)	
Criminal Damage	+3.8%	-15%	-34%	-1.5%	<u>8th</u>
	(+35, 965)	(-22, 121)	(-30,58)	(-18,1142)	
Anti-Social Behaviour	-34.8%	-31%	-32%	-34.4%	<u>5th</u>
	(-1307,2452)	(-124,279)	(-105,223)	(-1548,2954)	

*Position in County per
100 head population*

5.2 A breakdown for the figures for all crime at Ward level is attached at appendix C.

6 Fire and Rescue

6.1 Dacorum's Fire and Rescue Service continue to perform well against County and National indicators and reported to the Community Safety Partnership in April that Dacorum has seen an 18% reduction in deliberate fires in the last 12 months compared to a 1% increase in Hertfordshire. This means that Dacorum has had the best performance in the County for the last 2 years. In addition there were no deaths due to fire in Dacorum over the past 12 months and there was a reduction in fire related injuries from 11 to 6.

6.2 In addition to the above the Fire and Rescue Service continues to work with a wide range of young people in the Borough delivering their Life course, Duke of Edinburgh Awards and the extremely successful Drive Safely course.

6.3 The Think Safe course is a very successful partnership initiative that runs in Dacorum and is delivered by the Fire and Rescue Service in partnership with the police. Working with vulnerable adults and developed in 2013 the course delivers the message that 'thinking Safe' is all of our responsibilities and takes participants through a range of methods to keep themselves safe both in the community and in the home.

6.4 The Police and Crime Commissioner visited a range of Community Safety Partners and projects on 6th March. The Commissioner's action-packed day included a taxi licensing enforcement operation, visits to the council's new all-wireless CCTV control room, the Dacorum and St Albans Targeted Youth Support Team and a drug users' rehabilitation programme at CII Spectrum. He also went on patrol with police around Hemel Hempstead, addressed Dacorum Youth Council at a Q&A session and saw youngsters completing their Duke of Edinburgh Award Lifeskills programme at the fire station.

7 Anti-Social Behaviour

7.1 Reports of anti-social behaviour continue to reduce with a 34.4% reduction in 2013-14 – this is a reduction in actual reports of 1548 on 2012-2013 and a strong performance for Dacorum. Figures for anti-social behaviour are not included in the all crime total and the reduction is in addition to the 4.4% reduction in all crime across the Borough.

7.2 In a joint venture with St Albans and Victim Support, Dacorum victims of incidents of anti-social behaviour are now able to receive support from a specialist who works with our Anti-Social Behaviour Team to ensure that they receive the support they need.

8 2014-15 priorities for ASB: -

The introduction of new legislation – Crime, Policing and Anti-Social Behaviour Act 2014.

9 Neighbourhood Action

9.1 During this quarter 163 residents attended one of the 7 Neighbourhood Action Steering groups to discuss their priorities in their neighbourhoods.

9.2 There were litter picks in Gadebridge, Warners End, Chaulden, Grovehill and Woodhall Farm – 47 residents, 8 Councillors and 2 DBC staff collected a total of 54 bags of rubbish and enjoyed tea and cakes on completion.

9.3 In January 2014, working with the Red Cross and the funding they had received to deliver first aid training to over 60's, 10 members from the 8 Neighbourhood Action areas attended a 3 hour first aid course which was very well received.

10 2014-15 priorities: -

10.1 Complete next stage of verge hardening project

10.2 Neighbourhood Action meetings

10.3 Play area refurbishments

11 Adventure Playgrounds

11.1 The numbers of children aged 6 – 12 Years inclusive attending the adventure playgrounds in the last quarter were: - 10,952, which is a reduction on the previous quarter but is the quarter with the lowest attendances due to the winter months.

11.2 In addition to the core adventure playground attendance the numbers of young people attending the youth clubs at all 4 adventure playgrounds continues to be strong – during the last quarter there were 887 attendances.

11.3 Youth Connexions Session continue to run at Adeyfield and Grovehill. There have not been any sessions at Youth Connexions Sessions at Chaulden during the last quarter and Youth Connexions do not run sessions at Bennetts End.

11.4 This year has been a successful year with the implementation of the new staffing system and rotas which enabled the mainstreaming of the Dacorum Borough Council youth sessions.

12 Youth Democracy

- 12.1 In March, David Lloyd, Herts Police and Crime Commissioner and David Gibson, Deputy Police and Crime Commissioner attended the group's monthly meeting for a question and answer session. One of the priorities from Herts 1125 was to build better relationships with the Police and the group asked a range of questions. The Citizens Academy project was also discussed and the group were advised on how this was progressing and what it hoped to achieve.
- 12.2 During February members of the Dacorum Youth Forum presented to over 580 young people in years 8 and 9 23 staff at Hemel Hempstead and Astley Cooper Schools. Their presentation were about the forum and the work they do with the Council.
- 12.3 Following a request from a student at Ashlyns School they attended a weeks work experience within the Resident Services team and experienced a range of services within the Council.
- 12.4 the the same week, 5 schools took part in a Local Democracy Week art competition following a lesson about local democracy, voting and the suffragette movement – students then designed a banner of the theme of injustice. Competition entries were varied and included subjects such as: protecting our rain forests; women drivers in Saudi Arabia; poaching; pollution and littering.
- 12.5 All participants had the opportunity to meet the Mayor and the 10 prize winners received certificates from the Mayor and visited the Houses of Parliament in December to meet MP's Mike Penning and David Gauke who gave them a private tour along with a gift and resource packs with games and activities to aid learning.

13 Priorities 2014 – 15:-

- 13.1 Increase membership of Youth Forum
- 13.2 Improving relationship with the police – Young Citizen's Academy
- 13.3 Access to the Arts/ Entertainment
- 13.4 Work towards identified priorities

14 Community Cohesion

- 14.1 The Dacorum Interfaith Group met three times this quarter with 2 social sessions and a constructive meeting regarding a recruitment campaign that was being supported by Neighbourhood Action.
- 14.2 Three members of the group visited a Zoroastrian Temple in Harrow on 26 March
- 14.3 Youth Action Entertainers were at Alexandra Care Home in February to entertain the residents. 16 young volunteers sang, danced and interacted with the residents. A performance was also given in the Leys Road

sheltered housing scheme in partnership with Housing and Age UK and a meeting with Beechwood Park School in Markyate has planned further intergenerational events for the summer.

15 Priorities 2014 – 15:-

- 15.1 Increase membership of groups
- 15.2 Increase the capacity and the performances of Youth Action Entertainers

16 Town Centre Management

- 16.1 Preparations to transfer this service to the Regeneration Team have been ongoing during this quarter with the formal handover taking place on 1st April 2014

17 CCTV

- 17.1 The formal opening of the new CCTV control room, based at Cupid Green, took place on 26th March 2014. The control room was officially opened by the Mayor, Cllr Penny Hearn and attended by Senior Officers of the Council and Police.
- 17.2 The new facility has been well received and will be fully operational by end of May with a range of new service to offer.
- 17.3 In the last quarter there were 634 individual incidents monitored which resulted in 66 arrests. 14 searches for missing persons and 194 visitors to the control room. Evidence was provided to police for 103 specific incidents.

18 Quarter 4, 20123-14 priorities: -

- 18.1 Ongoing planning and implementation of code of practice
- 18.2 Development of CCTV/Community Control services

19 Old Town Hall

- 19.1 The works to re-open the Cellar with disabled access and to deliver an extended programme started at the Old Town Hall at the end of March. Works are expected to complete in July when there will be a joint launch of the works to the Old High Street and a Folk Festival at the Old Town Hall.
- 19.2 During this quarter the attendance has been very good considering there has been uncertainty regarding the commencement of works and private lettings have been restricted for the same reason.
- 19.3 Attendance during the last 12 months has been exceptional and the target of 62% has been exceeded with attendances at 65.75% for the year and 68% for the last quarter

19.4 The formal launch of the opening of the Cellar will be on 13th September 2014.

19.5 The theatre will continue to deliver a restricted programme during the works until July 2014

20 Priorities: - 2014 -2015

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

20.2 Folk Festival, 19th July

20.3 Grand Reopening September 2014

20.4 To offer an extended programme utilising the Cellar