



**AGENDA ITEM:  
SUMMARY**

<b>Report for:</b>	<b>Housing and Community Overview &amp; Scrutiny</b>
<b>Date of meeting:</b>	<b>19<sup>th</sup> June 2013</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Resident Services quarter 4 report</b>
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	Individual risk assessment undertaken as well as risk register
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, 2012 – 2013**

### **1. Introduction**

1.1 This is the last quarter performance report for the Residents Services Group which forms part of the wider Neighbourhood Delivery service area and covers the period 1<sup>st</sup> January to 31<sup>st</sup> March 2013 and end of year figures where appropriate.

1.2 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.

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](http://www.dacorum.gov.uk/residents)

### **2 Quarter 4 Performance Report – CorVu**

2.1 See Appendix A

### **3 Operational Risk Report**

3.1 See Appendix B

### **4 Community Safety**

4.1 **Dacorum Crime Summary – 1/4/12 to 31/3/13 compared with same period in previous year showing percentage increase/decrease**

	Hemel Hempstead	Berkhamsted	Tring	Dacorum
All Crime	-12.6%	-5%	-17.2%	-12.4%
Burglary Dwelling	-10.5%	+83.3%	-4.1%	-3.4%
Vehicle Crime	-23.7%	-7.9%	+1.8%	-19.2%
Violent Crime	-6%	-11.1%	No change	-6.2%
Criminal Damage	-19.2%	+24.3%	-11.8%	-15%
Anti Social Behaviour	-29.2%	-25.9%	-25.9%	-28.6%

- 4.2 Please note that Anti-Social Behaviour Incidents are NOT Crimes and therefore do not form part of the All Crime Figures.
- 4.3 A full breakdown of figures for Berkhamsted, Tring, Hemel Hempstead and Dacorum as a whole is attached at appendices C,D,E and F.

#### **4.4 Performance on Partnerships Strategic Priorities 2012/13**

##### **4.5 All Crime**

The Borough wide figure for reduction of all crime is 12.5% - this is an improvement on last year's reduction figure of 11% - and means that there were 951 fewer victims of crime than last year;

##### **4.6 Residential Burglary**

This shows a reduction of 3.4% compared to last year across the borough but within that there is an increase shown in Berkhamsted of 83%, a rise of 25 crimes compared to the previous year which is significant. The breakdown by ward highlights where particular issues occurred and all were targeted with the appropriate responses.

##### **4.7 Vehicle Crime**

A good reduction across the borough of 19.2%. The only part of the borough showing an increase is in Tring showing an increase of 1.8% or 2 more crimes than last year.

##### **4.8 Violent Crime**

A satisfactory end of year result showing a reduction of over 6%, 83 fewer crimes than last year. A significant contribution to this result is the reduction in Hemel Hempstead Central Ward of 23%, partly attributable to the changes in Public Order Policing which have been introduced. It is too early yet to gauge the impact of the introduction of Street Pastors in the Town Centre, but their effect will be monitored.

##### **4.9 Criminal Damage**

This category shows a good reduction of 15% across the Borough. However there is , like Burglary, an increase in Berkhamsted across all wards except Castle. We have discussed this with Police and some of this can be attributed to individual incidents where many cars in particular streets have been targeted, but this issue will remain a high priority for the Community Safety Partnership to tackle.

##### **4.10 Anti Social Behaviour**

A strong performance across the borough reflected in a 28% reduction.

#### **5 Resident Services - Achievements.**

- 5.1 The following achievements are a sample of the projects/work undertaken by this group of services during the last quarter of 2012/2013.

## **5.2 Anti-Social Behaviour**

- 5.3 As reported in the Community Safety report, anti-social behaviour reduced by 28% during 2012/13 – a reduction of 1806 reports to Police.
- 5.4 Cases that are dealt with by the Council's Anti Social Behaviour Team continue to be of complex and serious nature and involve a range of agencies to deal with these issues.
- 5.5 There were 16 Acceptable Behaviour Contracts (ABC's) signed by young people and their parents to address specific concerns. 8 of the ABC's were in Tring as were used to address particular individuals causing general nuisance in the area. In addition to the ABC's warning letters and Anti Social Behaviour Order warnings were issued. The reports of anti social behaviour in the area have ceased and Police and the ASB Team continue to monitor.
- 5.6 There was a breach of an Anti Social Behaviour Injunction which was dealt with by the County Court as contempt and this resulted in an 8 week suspended prison sentence.
- 5.7 In house training has been delivered by the ASB Officer to 90 DBC officers. This officer has also been identified as a local champion in this area by CAADA (Coordinated Action Against Domestic Abuse) who attended the West Hertfordshire MARAC (Multi Agency Risk Assessment Conference) to assess its performance.
- 5.8 Funding is secured until end of March 2015 for the Family Intervention Officer under the Housing Challenge project. This post is based at Dacorum Borough Council and works closely with the Thriving Families project at Herts County Council. The officer continues to work intensively with families who have a range of complex issues and needs. A case study is attached at appendix G. Families are identified for this project by meeting the following criteria: -
- The family is receipt of a means tested benefit related to worklessness.
  - A child in the family has a poor record of attendance at school
  - There is evidence of involvement of a family member in crime, disorder or causing anti social behaviour.

## **6 ASB Priorities for 2013/14 -**

- 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 Neighbourhood Action steering groups have continued to meet and there were 300 people involved during this quarter with 1314 attendances at meetings during the year.

7.2 A wide range of events have been organised by the Neighbourhood Action during the last 12 months from Jubilee Celebrations, Christmas light events at shopping centres to film events bringing older and younger residents together and spring bulb planting.

7.3 The Street Champions completed a 6 month pilot and is now ready to be offered to other groups in the other Neighbourhood Action areas.

7.4 The verge hardening project is progressing and consultation has taken place at the following locations and projects are agreed to provide additional parking at: -

7.4.1 Marlins Turn, Gadebridge – 8 bays;

7.4.2 Ritcroft Street, Leverstock Green – 22 bays;

7.4.3 Cowper Road, Markyate – existing bays to be formalised;

7.4.4 Fennycroft Road, Gadebridge – 8 bays;

7.4.5 Burns Drive, Woodhall Farm – 5 bays;

7.4.6 Ritcroft Close, Leverstock Green – 12 bays;

7.4.7 Butts End, Gadebridge – 10 bays;

7.4.8 Brickmakers Lane, Leverstock Green – verge to be hardened;

7.4.9 Plantation Walk, Gadebridge 2 locations Rayburn Road end - 6 bays and Middleknights Hill end – 10 bays;

7.4.10 Royden Court Woodhall Farm – 5 bays;

7.4.11 The Thistles, Gadebridge – 6 bays

7.4.12 Hilldown Road, Gadebridge – 6 bays.

7.5 Work on the first of 12 areas will commence in June and it is anticipated that the funding will meet the needs of more of the prioritised areas. This is currently being investigated.

- 7.6 There were 9 play parks were upgraded in the last quarter of 2012/13 and launched at Easter with events taking place at all parks during the Easter school holidays.
- 7.7 The Friends of Gadebridge Park group was established and formalised and has agreed a formal launch date for July 2013.

## **8 2013/14 priorities: -**

- 8.1 Complete the Verge Hardening Project
- 8.2 Public meetings to be held in all Neighbourhood Action areas – priorities refreshed and information exchanged.
- 8.3 Street Champions project to be extended to other areas.

## **9 Children, Young People and Youth Democracy**

- 9.1 The total number of attendances at the Adventure Playgrounds for the last quarter of 2012/13 was 11,811 which brought the annual attendance to 71,017. The number of individual children registered at the playgrounds is 5,176.
- 9.2 The 4 Youth Clubs continue to thrive with numbers continuing to increase. Attendance figures are regularly 70 young people per session at Adeyfield and both Chaulden and Grovehill numbers are also increasing. Bennetts End does not currently run a Youth Session but one will start in July 2013. Quarter 4 attendance was 999 attendances which brought the annual attendance to 4,482.
- 9.3 A project to increase the offering to young people and the use of the playgrounds was introduced in January 2013 in partnership with Youth Connexions who are mirroring the successful Dacorum Borough Council youth project at the playgrounds.
- 9.4 All four adventure playgrounds were given funding by the Billy Dove Memorial Fund which secured disco equipment, a skate ramps and launched a homework club by providing laptops. The Billy Dove Memorial Fund has pledged continued support for the playgrounds.
- 9.5 A full review of the Adventure Playgrounds has been completed and consultation took place with all staff regarding a new structure that will deliver an increased service at the playgrounds and make budget savings. The new structure will be implemented from 1<sup>st</sup> July 2013.
- 9.6 Dacorum Youth forum meetings have continued with one additional subgroup meeting each month. The group have finished the design for their recruitment campaign and these have been distributed around the schools. 6 additional young people have registered. The group have also been supporting the Your PLACE: Highfield project. Helping to co-ordinate and run an Easter colouring competition and Easter egg hunt for the launch day.

9.7 'Kick it Out' – follow up football coaching sessions took place every Tuesday evening between 22<sup>nd</sup> January 2013 and 19<sup>th</sup> March. 45 people took part in the sessions which were delivered by Apex 360. People who attended 6 out of the 8 sessions were rewarded with a discounted trip to an Arsenal match. An AQA accreditation in basic football skills and health eating sessions was incorporated in one session by Youth Connexions. All attendees are now being offered a sports leadership qualification.

9.8 'Animated About Voting' was a project lead by the Active Communities Officer and involved: 69 young people from 6 different Dacorum schools; a local film director, David Wachs; Jim Doyle, Group Manager Democratic Services; Cllr Neil Harden and was also supported by Mike Penning MP. This project was a celebration of the young talent in Dacorum and full details of the project can be seen at appendix H. The winning film can be seen at [www.youtube.com/DacorumBC](http://www.youtube.com/DacorumBC)

9.9 Our local professional from LRG media will work with the top two film makers to produce the final film which will be used in future election campaigns to encourage young people to vote.

#### **10 2013/14 priorities: -**

10.1 To launch 8 of the upgraded play areas over the Easter School holidays.

10.2 Implement the review and new structure at the Adventure Playgrounds

10.3 To review the new structure and service changes after 6 months

10.4 To review the impact/success/ of youth project with Youth Connexions

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

#### **11 CCTV and Town Centre**

11.1 The control room managed 391 separate incidents during the final quarter of this year and a total of 1850 incidents during the year. There were 73 arrests directly involving the CCTV control room and over the year a total of 342 arrests. There were 95 calls regarding lost, found or stray dogs and 432 in total for the year.

11.2 The new Community Control Centre project is underway and new policies and procedures and working practice are being drafted for the improved service which is due to launch in the summer.

11.3 The last 12 months has seen a range of events in the town centre from the Jubilee Carnival procession, Olympic Torch Relay to the Bandstand Marathon and Christmas light switch on. Closer working has developed with the Planning and Regeneration Team and the new market management company.

#### **12 2013/14 priorities**

- 12.1 Complete the transfer of CCTV control to the new Community Control Centre at Cupid Green
- 12.2 Raise the profile of the CCTV service and the services offered to businesses.
- 12.3 Deliver a programme of events in the Marlowes and the Old High Street
- 12.4 Work with the Town Centre Partnership to improve footfall in the Marlowes.
- 12.5 Contribute to the working groups for planned improvements to Old High Street and regeneration works to Hemel Hempstead Town Centre and the Watergardens.

### **13 Old Town Hall**

- 13.1 A separate report will be presented to the committee regarding the Old Town Hall.

### **14 Service Concerns**

- 14.1 There are no service concerns