

## AGENDA ITEM: 6

### SUMMARY



<b>Report for:</b>	<b>Housing and Community Overview &amp; Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>23<sup>rd</sup> January 2013</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter Three Performance Report – Resident Services</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  <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 3, 2012 – 2013**

### **1 Introduction**

1.1 This is the third 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> October 2012 to 31<sup>st</sup> December 2012.

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 3 Performance Report – CorVu**

3.1 See Appendix A

### **4 Resident Services - First 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 13% compared to the same period last year which relates to 798 fewer crimes. A full breakdown is provided in Appendix B 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.

5.2 Dacorum's continued reduction in reports of crime and disorder increases its performance when compared to similar authorities across England and Wales – it has moved from 6<sup>th</sup> place to 4<sup>th</sup> place – appendix C.

### **6 Anti-Social Behaviour**

6.1 Reports of anti-social behaviour continue to reduce with a 28% reduction year to date across the borough as is reflected in the Community Safety report at appendix B

6.2 Enforcement Action taken during last quarter includes the following: -

6.3 One injunction with a power of arrest obtained at County Court and two breaches of the order.

- 6.4 2 Acceptable Behaviour Contract (ABC's) were signed with young people involved in anti-social behaviour
- 6.5 Possession of a DBC property was granted by the courts of an introductory tenancy due to anti-social behaviour.
- 6.6 Evaluation of the Race and Hate Crime Disability Awareness projects has resulted in an increase of the reporting of incidents of this nature.
- 6.7 The Family Intervention Officer continues to work with challenging families across the borough – During the last quarter intensive work has been targeted at 5 families with a range of interventions and support. This project continues to deliver results and will work alongside the County's new Thriving Families programme which is part of the National Troubled Families agenda.
- 6.8 The Anti-Social Behaviour Bill is now out for further consultation and comment.
- 6.9 In general work has increased in the ASB area during the last quarter and in particular there are more cases reported involving the mental health of individuals which are time consuming and problematic to deal with.

#### **7 Quarter 4 - 2012/13 priorities for ASB: -**

- 7.1 Review the Anti-Social Behaviour Bill and draft feedback for Portfolio holders consideration prior to returning to the Home Office
- 7.2 Deliver the Community Safety and Anti-Social Behaviour Awareness Days within selected Dacorum schools.

#### **8 Neighbourhood Action**

- 8.1 Verge hardening project officer has been appointed to carryout intensive consultation with residents and manage to project delivery. The additional parking areas are expected to be delivered during the summer/autumn of 2013.
- 8.2 Play area improvements will be completed by end of February in (list of areas) and launches will be held during half term and Easter holidays
- 8.3 Christmas lights provided in 5 neighbourhoods – NA groups arranged the 'switch on's' lead by members and attended by MP Mike Penning
- 8.4 Two visitors from Neu Isenburg were hosted by the newly formed Dacorum Town Twinning Association from 11<sup>th</sup> to 13<sup>th</sup> October. Neighbourhood Action staff supported with the planning of the visit and developed an itinerary encompassing a variety of activities from local schools, sporting, interfaith, environmental and cultural groups to voluntary sector organisations, businesses and a Civic Tour with the Mayor and MP, Mike Penning.
- 8.5 39 local residents gathered at Gilbert Burnet House for performances from the Youth Action Entertainers. 11 young people attended and performances including guitar, singing, piano and Dacorum Majorettes.
- 8.6 The Kick Racism Out of Football event in Marlowes saw 219 young people take part in Panna Football tournaments. 80 took part in the 'drunk goggles' and DJ

mixing sessions run by Youth Connexions and 11 signed up to the 6 week coaching sessions at Sportspace.

This event was delivered in partnership between Dacorum Borough Council, Youth Connexions, Sportspace, Marlowes Shopping Centre, Arsenal Soccer School, Bangladeshi Welfare Association, Global Pindd and Hemel Mosque.

## **9 Quarter 4 - 2012/13 priorities: -**

9.1 Progress Verge Hardening project.

9.2 Launch Play area improvements – half term and Easter school holidays

9.3 Establish sub working groups for delivery Neighbourhood Action areas priorities

## **10 Children, Young People – Adventure Playgrounds**

10.1 Numbers of children aged 6 – 12 Years inclusive attending the adventure playgrounds in the last quarter are: - October 5645, November 4243 and December 2518 a total of 12,406 of which over 700 attendances were by were by children with identified special needs.

10.2 Chaulden and Adeyfield Adventure Playgrounds secured £6687 in funding from the Community Safety Partnership to provide skate ramps at both playgrounds, skate boards and scooters, equipment for a film club at Adeyfield, refurbishment of pool tables, and an in ground trampoline.

10.3 Parents at Adeyfield raised funding for a wonderful firework display which saw over 300 people (families) attend the playground.

10.4 Inventive ways of raising funds continue at all of the Adventure Playgrounds and include cake sales and Phil the Bag as well as the above which provide money for additional events, Christmas parties and small gifts for the children.

10.5 The 4 Youth Clubs continue to thrive with numbers continuing to increase and attendance numbers were 1340 for the 3<sup>rd</sup> quarter. Bennetts End has the lowest attendance with Adeyfield and Chaulden attracting in excess of 60 young people every session.

10.6 Each of the Youth Clubs have their own forums made up of the young people who attend and who organise and deliver the programme of entertainment at each club. Examples of events have included Halloween and Christmas Parties and numerous fund raising projects by the young people.

10.7 Due to the success of the Dacorum Borough Council Youth Clubs at the Adventure Playgrounds and the high attendance figures, a joint project starts on 14<sup>th</sup> January 2013 with Youth Connexions who will be delivering their youth services from Adeyfield, Chaulden and Grovehill Adventure playgrounds.

## **11 Quarter 4 2012/13 Priorities: -**

11.1 – complete the review of the structure of Adventure Playground Service

11.2 – Support the delivery of the Youth Connexions Service

11.3 – Easter programme preparation

## **12 Youth Democracy**

- 12.1 Dacorum Youth Forum meetings took place on 1, 8, 9 Oct & 13 Nov and there were many additional subgroup meetings for the preparation of the presentation for European Local Democracy Week.
- 12.2 The group have also designed a poster for recruitment of additional members in January 2013.
- 12.3 Neighbourhood Action staff developed and ran interactive sessions about the Human Rights of the Child for European Local Democracy Week in October.
- 12.4 Participants were then invited to take part in the art democracy competition. 15 young people from Global Pindd and 36 from Hemel Islamic Academy took part in the sessions.
- 12.5 6 Schools and 2 Community Groups took part in the Rights of the Child Art Competition – over 270 children. Schools were given a resource pack which had information, worksheets and interactive sessions on 'Democracy' and the 'Human Rights of the Child' and 48 people attended the resulting exhibition and Cllr Harden spoke about local democracy.
- 12.6 Dacorum Youth Forum and the Youth Action Entertainers presented to the young people involved in the competition and their families about the opportunities that are available for them in the future. Prize winners from the competition were awarded their certificates by the Mayor. The winners also attended the Houses of Parliament with local MP's David Gauke and Mike Penning.
- 12.7 Students from Cavendish and Hemel Hempstead schools designed publicity for Neighbourhood Action Groups and during Local Democracy week were taken to a local designers and printers. The students worked on an interactive session with designers to produce a design for Neighbourhood Action publicity.

## **13 Quarter 4 priorities**

- 13.1 Increase membership of Youth Forum
- 13.2 Deliver more Youth Action Entertainers events

## **14 CCTV and Town Centre**

- 14.1 Halloween Event delivered successfully in partnership with Community Action Dacorum and well attended despite poor weather.
- 14.2 Christmas Light infrastructure replaced and light switch on with firework display in partnership with the Marlowes Centre was well attended.
- 14.3 The CCTV control room managed 431 separate incidents during the second quarter of this year. There were 84 arrests directly involving the CCTV control room, 87 calls regarding lost, found or stray dogs and 242 visitors to the CCTV control room.

14.4 There were 132 DVD's were provided for evidential purposes to Hertfordshire Constabulary and CCTV were involved in searches for 11 missing persons under the age of 16 and 11 for persons aged 16 or over.

14.5 Works to upgrade and relocate the CCTV control room are advanced, planning permission has been granted for the mast at Cupid Green and the new control centre is underway.

**15 Quarter 4, 2012/13 priorities: -**

15.1 Complete CCTV upgrade project

15.2 Implement new procedures for CCTV

15.3 Review Town Centre Events

**16 Old Town Hall**

16.1 As per the performance indicators we achieved 58% sales in this reporting period which is an improvement on the previous quarter.

16.2 Highlights of the sell-out comedy programme of nationally renowned comedians were, Harry Hill, Tom Stade, Lee Hurst.

16.3 The film programme has been receive very well with a high level of interest from customers – we will be extending the film programme next season.

16.4 Part of our film season included 'Journey to Mecca with Ibn Battuta' – this formed the backdrop to a week-long festival, supported by Global Pinnd – including displays, exhibits and speakers on the Hajj pilgrimage.

16.5 A hugely successful animation workshop ran over the October Half Term. Feedback was very positive and we would look to run something similar in the near future.

16.6 The Old Town Hall Phase 2 realignment came into effect and our new Arts Team Lead Officer, Kate Allen, took up post in early December.

**17 Quarter 4 2012/13 priorities**

17.1 Prepare for 'On the Road' programme for summer period due to major works

17.2 Prepare for major works to Old Town Hall

**Service Concerns**

There are no service concerns at this time.