



**AGENDA ITEM: 7**  
**SUMMARY**

<b>Report for:</b>	<b>Housing and Community Overview &amp; Scrutiny</b>
<b>Date of meeting:</b>	<b>25 January 2012</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:	Monitoring and information
Recommendations	That members note the report
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	Equality Impact Assessment reviewed April 2011 with Service plan
Health And Safety Implications	As per service risk assessments

Consultees:	Service Team Leaders
Background papers:	Service Reports, Police reports, CorVu

## **Housing and Community Overview and Scrutiny Quarter 1 2011 – 2012**

### **Introduction**

This is the 3rd 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 2011 to 31<sup>st</sup> December 2011.

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.

A number of targets have been set and for this year and progress against target is detailed in the CorVu report which is attached at appendix 1.

A number of areas are also collecting information to measure the level of the service at this time and targets will be set against this information next year. This information is recorded as for information only.

### **Third Quarter Achievements.**

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

#### **Anti-Social Behaviour and Community Safety**

There was reduced ASB and nuisance over Halloween and Firework period. Reports of nuisance and ASB fell for the 4<sup>th</sup> year running following a multi agency operation across the borough.

A campaign to inform victims of hate crime of how to report incidents so that they get an appropriate response has been launched with a range of organisations supporting people with disabilities. An anecdotal and an actual increase in this type of incident has been noted during the last year however formal reports from victims had not increased.

#### **Quarter 4 priorities: -**

Trial of new joint ASB software with Hertfordshire Police

## **Neighbourhood Action**

A new Neighbourhood Action area was launched in Hemel Hempstead Town Centre and the first steering group meeting has taken place.

Grovehill, Woodhall Farm and Piccotts End Neighbourhood Action held their annual open meeting which was well attended.

Highfield Neighbourhood Action Group became affiliated to the Neighbourhood Association and also planted over 600 spring bulbs across the area.

Grovehill Neighbourhood Action Group held a film event for older people in their community. Refreshments and afternoon tea were provided by the pupils of Astley Cooper School with a further visit for older people to the school to attend the schools theatrical production.

Led by local Ward Councillors, Christmas lights and celebrations took place at Henry Wells Square and at Stoneycroft where the lights were switched on by Mike Penning MP

### **Quarter 4 priorities: -**

To increase the number of Neighbourhood Action Groups affiliated or constitutionalised to enable them to make funding applications.

To move identify the areas with highest priority for the verge hardening/additional parking project.

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

The Berkhamsted Youth Participatory Budgeting event, Berkhamsted Ideas Delivered (BID) took place on 31<sup>st</sup> October 2011.

The event was very well attended and the first of its kind in the Country to be delivered by young people. This was recognised by the Participatory Budgeting Unit who were an integral part of this project.

There were 11 successful projects ranging from football and cricket to bowls and from scout groups and church groups to the Town Council. A full evaluation of this very successful project is available on request.

Young people's art from the Youth Democracy Art Competition was exhibited at the Old Town Hall during November and the winners of the competition.

Adventure playgrounds were busy over the half term in October and the evening youth sessions continue to be well attended.

#### **Quarter 4 Priorities: -**

Identifying and planning youth events with the Youth Forum and Adventure Playgrounds for the Diamond Jubilee and the Olympics

The Youth Forum to explore the possible legacy options for the Olympics

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

There were 95 arrests as a direct result of the involvement of CCTV, 68 calls regarding lost and found dogs and 296 visitors to the control room.

A total of 156 evidential DVD's of specific incidents were produced.

23 Pre-Qualification Questionnaires were received in regard to the tender for the upgraded and relocated service.

#### **Quarter 4 priorities: -**

- Continue the CCTV procurement process and evaluation of tenders

#### **Old Town Hall**

- New web pages launched
- 6 Sell out shows

#### **Quarter 4 priorities: -**

- Launch of new box office system

A more in depth report is provided by the Arts and Entertainment Manager to this committee.

#### **Olympics and Diamond Jubilee**

The official announcement that the Olympic Torch Route will bring the Torch to Hemel Hempstead on 8<sup>th</sup> July 2012 was made. Preparations are underway to welcome the torch and celebrate this event.

The Dacorum 2012 Officer was appointed on 23<sup>rd</sup> December 2011 and takes up the post on 16<sup>th</sup> January 2012.

Preparations are underway to celebrate the Diamond Jubilee in Gadebridge Park on 4<sup>th</sup> June 2012. The event will end with a firework display and the lighting of a beacon which will be one of 2012 that are lit across the County.

#### **Service Concerns**

There are no service concerns at this time.