

AGENDA ITEM: 8

SUMMARY



Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	31st October 2012
PART:	1
If Part II, reason:	

Title of report:	Quarter Two Performance Report - Resident Services
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 or additional reserves for Diamond Jubilee and Olympics
'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 for events such as Diamond Jubilee and Torch Relays

Consultees:	Service Team Leaders, Community Safety Co-ordinator
Background papers:	Service Reports, Police reports, CorVu

Housing and Community Overview and Scrutiny Quarter 2, 2012 – 2013

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 2012 to 30 September 2012.

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 In addition to the above services Resident Services have had responsibility for the Diamond Jubilee celebrations, the Olympic and Paralympic Torch relays and some of the associated events.

1.4 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.

2 Quarter 2 Performance Report – CorVu

2.1 See Appendix A

3 Operational Risk Report

3.1 See Appendix B

4 Community Safety

4.1 The following information is for 1/4/2012 to 30/9/2012 compared with the same period for 2011. The table shows the percentage increase/decrease followed by the rise/fall in the number of crimes, followed by the total number of crimes in the period.

	Hemel Hempstead	Berkhamsted	Tring	All Dacorum	Position in County (10 Districts)per 1000 population
All Crime	-13% (-434,2846)	-12% (-48,351)	-20% (-67,225)	-14% (-547,3455)	5th
Burglary Dwelling	-5% (-8,159)	+28% (+5,23)	+31% (+5,21)	+1% (+2,203)	7th
Vehicle Crime	-32% (-125, 265)	-26% (-15,42)	-7% (-4,55)	-29% (-144,363)	7th
Violent Crime	-7% (-45,575)	+12% (+7, 64)	+37% (+12,44)	-4% (-26, 683)	5th
Criminal Damage	-14% (-88, 537)	+3% (+2,64)	-26% (-15,42)	-14% (-101, 643)	7th
Anti-Social Behaviour	-26% (-789, 2237)	-24% (-76,245)	-21% (-49, 180)	-26% (-914,2662)	6th

A further breakdown by ward can be found attached at appendix C

5 Resident Services - First Quarter Achievements.

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

5.2 Anti-Social Behaviour

5.3 There has been a reduction of reports of anti social behaviour over the summer compared to the same time last year – this is reflected in the Community Safety figures at 4.1.

5.4 Of the cases that are reported there is an increase in the complex nature and serious nature of the incidents which has resulted in a range of actions, some of which are detailed below: -

5.5 Installation of 3 light cameras which are sensor activated to monitor vulnerable properties – 3 arrests followed the cameras installation at one property.

5.6 There were 6 Acceptable Behaviour Contracts (ABC's) signed by young people and their parents to address unacceptable behaviour

5.7 There was 1 Anti-Social Behaviour Injunctions (ASBI) obtained without notice against a perpetrator of intimidating and threatening behaviour. The injunction has the power of arrest attached due to the serious nature of the behaviour.

5.8 There were 5 'Yellow' warning letters sent to perpetrators of anti-social behaviour and their parents.

5.9 At the end of the school term there was a joint operation with the Dacorum Safer Neighbourhoods Team. Officers from the Anti Social Behaviour and Neighbourhood Action Teams joined police officers to deal with the underage drinking of alcohol in public places. During the operation, 40 young people were spoken to about drinking alcohol underage and in a public space, over 20 litres of alcohol was confiscated and 4 warning letters were sent to parents or guardians.

- 5.10 The Disability Awareness campaign continues with officers attending the Mencap Olympics at Jarmans Park on 9th September.
- 5.11 The Family Intervention Officer continues to work with families within the borough with complex needs and a 2nd quarter report will be available at the meeting.
- 5.12 The pilot of the ASB Software continues with Hertfordshire Police

6 Quarter 3 - 2012/13 priorities for ASB: -

- 6.1 Establish a working group for the new White Paper – Putting Victims First
- 6.2 Explore opportunities for funding to continue the work of the Family Intervention Officer

7 Neighbourhood Action

- 7.1 Neighbourhood Action public meetings have been held in Bennetts End, Bourne End / Felden / Box Lane, Adeyfield, Grovehill /Woodhall Farm /Piccotts End and Hemel Hempstead Town Centre. Reports of the consultation will be available shortly and will be sent to all Ward Councillors.
- 7.2 Adeyfield Neighbourhood Action Group have held a film event for older residents at Adeyfield Free Church.
- 7.3 A twinning group has formed which consists of local residents, representatives from voluntary groups who are supported by a number of Councillors and DBC Officers. Visitors from Neu Isenburg will arrive for a short visit in October. It has been established that this is not a civic visit but one that is facilitated by the voluntary group.

8 Quarter 3 - 2012/13 priorities: -

- 8.1 Progress Verge Hardening project.
Progress Play Park improvements in partnership with CSG.
Produce reports for all Neighbourhood Action areas and agree local priorities

9 Verge Hardening Project – update

- 9.1 Pre-planning advice has been sought and received regarding the top 16 sites. Pre planning advice is as follows: -

Marlins Turn – No, a parking scheme would not be acceptable on the large amenity green but possibility of using smaller green nearby.

Ritcroft Street – Yes, a number of suitable sites

Cowper Road, Markyate – Yes to widening verge but no to extending the head of the road

Fennycroft Road – Yes but only at the bottom section of the road

Burns Drive – NO as lack of space

Spring Lane – Yes suitable sites

Ritcroft Close – Yes but only in one area.

Butts End – No but extension to the lower car park possible

Brickmakers Lane – Not suitable for amenity space but verge widening appropriate

Plantation Walk – Yes suitable site

Ritcroft Drive – Not suitable but other schemes in this area should improve the general parking in the area

Royden Court – Yes, suitable site

The Thistles – Yes suitable site

Hilldown Road – Yes suitable site

Deimos Drive – no suitable site

Everest Way – not suitable for large scheme on green but possibly a small scheme on one edge.

9.2 A detailed pre planning report is attached at appendix D

9.3 Herts Highways and their contractors will be drafting plans which will be taken into the community for consultation with residents. On completion of consultation and any identified changes full planning consent will be obtained and the projects started.

9.4 In addition to the verge hardening/additional parking the pilot projects for prevents, Traffic Regulation Orders and By-laws are continuing. The prevention project has completed the first pilot area in Long Chaulden and there has been a positive response from residents.

10 Children, Young People and Youth Democracy

10.1 Numbers of children aged 6 – 12 Years inclusive attending the adventure playgrounds continues to increase with 8,585 in July, 16,689 in August and 5,544 in September – a total of 30,818 (1,398 of which were by children with special needs) for the 2nd quarter.

10.2 There are 5,176 individual children aged between 6 – 12 years old registered at the 4 Adventure Playgrounds with the largest number registered (2016) at Adeyfield

10.3 The 4 Youth Clubs continue to thrive with numbers continuing to increase and attendance were 1157 for the 2nd quarter. Up to 67 young people attend each youth club and are involved in fund raising and organising their own events.

10.4 National Play Day was a great success with over 700 children and adults attending Adeyfield Adventure Playground on the 1st August 2012. HYPE, the Youth Club had a stall to promote themselves and raise funds as did a range of other

services and agencies such as STAGS and The Old Town Hall. In addition during this week the other playgrounds held playdays and attracted high numbers of children and their families (1800 +) in addition to the Adeyfield event and they all raised money for the playgrounds to deliver additional services.

10.5 A very generous donation was made to Chaulden Adventure Playground which saw 16 children attend an Olympic football match, Great Britain v UAE at Wembley and a further 16 children attend the Paralympics. The tickets were allocated as prizes or as a lucky dip thanks to the generosity of the donor. These events were supported by parents and volunteers and donations were also received from local businesses following requests from the Playground Managers.

10.6 On 2nd July 2012, 6 members of Dacorum Youth Forum were invited to attend the Torch Bearer get together to interview them about the role. The group came up with a variety of questions and used the answers to write an article which featured in the August-November issue of Dacorum Digest

10.7 Herts 1125 is the countywide meeting run by Youth Connexions to bring young people from the area together to discuss priorities. At this group the UK youth parliament representatives discuss the national priorities that will form the manifesto. 4 representatives from Dacorum Youth Forum attended the event with other young people from the local area. The issues discussed were then addressed at the following Dacorum Youth Forum meeting.

10.7 On Sunday 4 members of Dacorum Youth Forum volunteered their time to support at the Olympic Torch event at the bandstand in Hemel Hempstead town centre. Dacorum Youth Forum compered the start of the event and then supported on the day by handing out flags and fliers demonstrating the route that the flame would take.

10.8 Dacorum Youth Forum has continued to meet on a monthly basis. The group have become more committed in recent months and meetings are usually well attended. The group have designed and received their new t-shirts and have started preparing for Local Democracy Week in October. Kidscount (a national organisation to represent the views of young people) are now attending meetings. The aim is to link the DYF in with their projects and jointly utilise resources.

10.9 Youth Action Entertainers visited St Johns Church in Boxmoor to entertain local people at an event run by the Hospice of St Francis. 11 young volunteers performed to over 30 residents who enjoyed guitar, singing, piano and Irish Dancing.

11 Quarter 3 2012/13 Priorities: -

- 11.1 Youth Democracy Week
 - Half Term and Christmas breaks at Adventure Playgrounds
 - Kick it Out – anti racism in football event

12 CCTV and Town Centre

12.1 The control room managed 509 separate incidents during the second quarter of this year. There were 91 arrests directly involving the CCTV control room, 132 calls regarding lost, found or stray dogs and 277 visitors to the CCTV control room.

12.2 There were 154 DVD's were provided for evidential purposes to Hertfordshire Constabulary and CCTV were involved in searches for 29 missing persons under the age of 16 and 20 for persons aged 16 or over.

12.3 The CCTV contract has been awarded to IDIS and works on the new CCTV control room will commence before the end of the year.

13 Quarter 3, 2012/13 priorities: -

- Agree works schedule for new CCTV control room
- Start works to new CCTV control room
- Halloween Event
- Christmas Light Switch on

14 Old Town Hall

14.1 This quarter is a quiet time for the Old Town Hall however the Mosaic and Animation workshops that were offered were a great success and we will be looking to build on this for the future. Although quiet, satisfaction rates remaining at 100%, attendance at 63% and private hires – 39 exceeding target (23).

14.2 There have been some delays to the proposed works to the cellar due to the listed nature of the building.

15 Diamond Jubilee

15.1 Adeyfield Neighbourhood Action steering group decided back in 2010 that they would like to mark the Queens visit to the Square for her Diamond Jubilee in 2012 which they did on 20th July.

15.2 The residents of Adeyfield marked the day the Queen visited the Square with an afternoon tea, the showing of old films of the visit and the reading of letters and records of memories.

15.3 There was two special guests Lorna West and Lester Pritchard, who as 5 and 6 year old presented the Queen with a bouquet of flowers - they hadn't seen one another for 59 years. Approximately 60 people attended the afternoon and a booklet of people's memories and a copy of the Film of the Queens were available following requests at the event in June 2012.

16 Olympics and Paralympics

The day of the Olympic Torch Relay started early with 96 primary school children coming together to take part in a retro sports day to celebrate the arrival of the Olympic torch.

There were 6 teams of children from 12 schools and they raced against each other in egg and spoon race, sack race, skipping race, 3-legged race and relay races.

The weather was not kind but rain didn't damper anyone's spirits as all of the children had a great time.

On the same day, Dacorum Borough Council arranged for an aquatics showcase event at Sportspace, Hemel Hempstead.

There were displays from Dacorum Synchronised Swimming Club, Dacorum Diving Club and a mini-gala from Hemel Hempstead Swimming Club. The event was well received and popular with spectators.

As far as the Olympic Torch event was concerned, the torchbearers met at the Civic Centre as the crowds lined the route. Despite the rain an estimated 100,000 people lined the route from Leverstock Green to Woodhall Lane on Queensway. The residents of Dacorum certainly entered into the spirit of the torch and a celebratory atmosphere was apparent along the whole route.

The event took considerable planning and involved a range of partners including Hertfordshire County Council, Hertfordshire and Bedfordshire Police and Dacorum's very active Volunteer Centre and Hertfordshire is Ready for Winners who provided volunteers to line the route.

A number of events followed the torch which included the Council sponsoring a big screen for Camelot Rugby Club which had a slow start but which had over 2,000 people attend the closing weekend (as reported by Camelot Rugby Club)

Hemel Hempstead welcomed home Max Whitlock following his double bronze medal success and the Mayor held a reception at the Civic Centre.

Tring, Berkhamsted and Bourne End welcomed a very late Paralympic Torch through the town centres. Crowds stayed up very late to give the torch bearers a wonderful reception along the whole route and this was supported by Berkhamsted Town Council, Tring Town Council, Bourne End Neighbourhood Action at Bourne End, Tring running club, Tring rugby club, Berkhamsted Rotary club, Berkhamsted Lions, DBC staff and their friends and families and volunteers from the Volunteer centre

The celebrations ended with a Bandstand Marathon in Hemel Hempstead Town Centre which showcases a wide range of entertainment on 9th September and also the Mencap Olympics which took place at Jarmans Park on the same day.

Service Concerns

There are no service concerns at this time.