



## AGENDA ITEM: 6

### SUMMARY

<b>Report for:</b>	<b>Housing and Community Overview &amp; Scrutiny</b>
<b>Date of meeting:</b>	<b>12<sup>th</sup> November 2014</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter 2 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
‘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 (JAG), CorVu
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## **Housing and Community Overview and Scrutiny Quarter 2, 2014 – 2015**

### **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 1<sup>st</sup> July to 30<sup>th</sup> September 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, 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 2 Performance Report – CorVu**

3.1 See Appendix A

### **4 Resident Services – 2nd 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 Performance 2<sup>nd</sup> Quarter 2014-15

All Crime	UP	16%	(+ 518)
Residential Burglary	UP	4%	(+ 6)
Vehicle Crime	UP	22%	(+ 79)
Violent Crime	Up	45%	(+ 197)
Criminal Damage	Down	3.5%	(- 22)
Anti Social Behaviour	Down	5%	(-94)

5.2 Due to changes in the recording procedures for certain crime categories, the figures for 2014/15 CANNOT be compared to the figures for 2013/14 at this stage. The above table shows what that comparison is but the comparison is based upon two different datasets so it is like comparing apples and pears.

5.3 The figures obtained in 2014/15 will be used as a baseline for 2015/16 when the comparison will be valid. What is more useful at this stage is to see where Dacorum sits out of the 10 Districts in Hertfordshire when the crimes per 1000 population ratio is used as the comparator.

All Crime	5th
Residential Burglary	4th
Vehicle Crime	10th
Violent Crime	5th
Criminal Damage	7th
Anti Social Behaviour	5th

- 5.4 These rankings have indicated to the partnership that the areas for focus should be Vehicle Crime and Criminal Damage as these categories are showing Dacorum as sitting below the middle position in the county.

## **6 Anti-Social Behaviour**

- 6.1 Reports of anti-social behaviour continue to reduce overall with a 5.5% reduction overall up to the end of the second quarter of 2014/15. Figures for anti-social behaviour are not included in the all crime total.
- 6.2 The Anti Social Behaviour team are working with a range of strategic partners including DENS and CRI Spectrum to reduce the number of street homeless. 3 individuals have been housed and are receiving support to maintain their tenancies and prevent any unacceptable behaviour.
- 6.3 Following a number of reports of poor behaviour in the walled garden in Gadebridge Park, some sympathetic target hardening of the wall took place which has reduced the reports from this area.
- 6.4 Early meetings with Police, Fire, Trading Standards have been taken place to start Silver Street Meets – a programme to help safeguard elderly and vulnerable residents against rogue traders, distraction burglars, scams and from being victims of anti social behaviour.
- 6.5 There have been a number of enforcement actions including a suspended possession order and support for victims continues with Victim Support along with a range of measures provided by Dacorum Borough Council.
- 6.6 The ASB Team are mentoring student police officers through Herts Constabulary Learning and Development department and this will continue over the next year.

## **7 Quarter 3 – 2014/15 priorities for ASB: -**

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

## **8 Neighbourhood Action**

- 8.1 The remaining of the public meetings for the Neighbourhood Action areas took place during this quarter and the Neighbourhood Action consultation commenced concluded on 31<sup>st</sup> July. The feedback indicates a high level of satisfaction with Council services and identifies parking and highways issues as the main concern. A full report of these results can be found on the Dacorum Borough Council web site and were reported to this committee in the Neighbourhood Action report in September 14.
- 8.2 In August the Love Your Neighbourhood events in Woodhall Farm continued with the Sunflower competition for the tallest sunflower planted at Easter. Again the event was very well attended, partnership focused and offered more planting of vegetables, healthy eating, art and craft opportunities and family sports/activities. Again this project continues with a Harvest Festival event in October 14.
- 8.3 Partners included Sportspace, Sunnyside Trust, Childrens Centre, Junior Wardens and of course the families who attended in high numbers and enjoyed a picnic lunch.
- 8.4 Young people from the Dacorum Youth Forum had a busy summer and met with the Hemel Evolution Team about the Water Gardens and becoming involved in the project. Members of the Forum also attended a conversation café to voice

young people's opinions about Health following an invitation from the Clinical Commissioning Group.

- 8.5 The Youth Forum also planned an event for European Democracy Week in October and volunteered when the Tour of Britain came to Dacorum.
- 8.6 The Youth Action Entertainers continue to provide a service to older residents within the Borough both within Dacorum Borough Council sheltered schemes and at private venues
- 8.7 Dacorum Interfaith Network met 3 times in this quarter and had a range of speakers as well as attending the Housing Tenant and Leaseholder conference.
- 8.8 The verge hardening project continues with 32 additional spaces provided this quarter in Stonelea Road (Bennetts End), Allandale (Highfield) and Parkfield (Markyate). This project receives very good feedback from residents.
- 8.9 There is reduced capacity in the Neighbourhood Action Team due to long term absence and a member of the team being successful in obtaining a team leader post within the Council.

## **9 Tour of Britain**

- 9.1 On 12<sup>th</sup> September 2014 Dacorum Borough Council hosted the finish of The Chilterns, stage 6 of Tour of Britain.
- 9.2 It was very well supported and attended throughout the route from Berkhamsted to Hemel Hempstead with numbers exceeding 25,000.
- 9.3 The race organisers SweetSpot have said,

*"The crowds turned out in force across all of the route and the Chilterns stage really was a highlight of the event overall, with huge crowds, beautiful scenery and a wonderful atmosphere on the climbs, as well as a hugely exciting finale into Hemel. Many of our commissaries and officials noted after the stage that it was one of the best in the Tour's eleven year history"*

- 9.3 Hosting the Tour of Britain has certainly put Dacorum on the map

## **10 Quarter 3 2014-15 priorities: -**

- 10.1 Prepare for the multi agency, evidence based project in Highfield to take place 16<sup>th</sup> to 20<sup>th</sup> February 2014
- 10.2 Continue with next stage of verge hardening project
- 10.3 Tender play area refurbishments

## **11 Adventure Playgrounds**

- 11.1 The summer holidays at the playgrounds saw good attendance and the National Playdays again were very successful. At Chaulden alone there were over 1000 people attending in one day which is a reflection of the staff's year on year commitment to these events.
- 11.2 At Adeyfield a volunteer has started a dance class which is proving to be very popular with the young people and is now a regular addition to their offer.
- 11.3 The playgrounds are now attracting volunteers from their previous service users and we have a bank of young people helping at the settings. In addition to this we are working with West Herts College on their GAP programme which places young volunteers in work experience positions for a set number of hours which meets the requirements of their chosen course.
- 11.4 Community payback have been working at the Adventure Playgrounds on a range of needs from removing old structures to clearing wooded areas.

11.5 Youth Clubs continue to attract large numbers (up to 80 at Adeyfield) of young people at all 4 venues on Wednesday nights. Youth Connexions Sessions have recommenced at Adeyfield and Chaulden and work continues to ensure that the offer to the young people is maximised but that the venues are respected.

## **12 CCTV**

12.1 The new service has been well received by partners and has had a number of successes. Police are now working with the service to task on priorities and enquiries are increasing regarding external opportunities.

12.2 A radio system is now in operation from the Control Centre and it deals with the Shopsafe scheme in Hemel Hempstead Town Centre and the neighbourhood shopping centre in Grovehill and has the potential to extend across the whole of Dacorum using the WiFi network.

12.3 During this quarter there have been 780 incidents captured and 109 requests for footage.

## **13 Quarter 3, priorities: -**

13.1 Ongoing planning and implementation of code of practice

13.2 Development of CCTV/Community Control services

## **14 Old Town Hall**

14.1 The works to the Old Town Hall and the Cellar were completed in September and the reopening took place on 13<sup>th</sup> September. A full report is brought to this Committee on as an item on this meetings agenda.