



AGENDA ITEM:

SUMMARY

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	6 th September 2017
PART:	1
If Part II, reason:	

Title of report:	Resident Services quarter 1 performance report, 1/4/2017 to 30/6/2017
Contact:	Cllr Neil Harden, Portfolio Holder for Resident and Regulatory Services Author/Responsible Officer, Julie Still, Group Manager – Resident Services/David Austin, Assistant Director
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:	A clean, safe and enjoyable environment Building strong and vibrant communities Ensuring economic growth and prosperity Delivering an efficient and modern council
Implications:	<u>Financial</u> Within existing budgets
'Value For Money Implications'	<u>Value for Money</u>
Risk Implications	
Equalities Implications	
Health And Safety Implications	
Consultees:	Service Team Leaders, Community Safety Co-ordinator.
Background	Service Reports, Police reports (JAG), CorVu, Community

papers:	Safety report from Community Safety Co-ordinator, Hertfordshire Fire and Rescue
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Housing and Community Overview and Scrutiny Quarter 1, 2017 – 2018

1 Introduction

This is the first quarter performance report for the Residents Services Group which forms part of the wider Neighbourhood Delivery service area and covers the period 1st April 2017 to 30th June 2017.

The services within this group are: -

Neighbourhood Action, Anti-Social Behaviour, Community Safety, The Old Town Hall, Children’s Services, Community Cohesion, CCTV, Adventure Playgrounds, Youth Democracy and Safeguarding children and young people.

If there are any reports for specific areas that members would like to see, please can they inform the Group Manager, Resident Services.

2 Performance Reports 17/18 – Rocket

2.1 Quarter 1 report - See appendix 1

3 Resident Services – 1st Quarter Achievements.

The following achievements are a sample of the projects/work undertaken by this group of services during the first quarter of 2017/18.

4 Community Safety Partnership – First Quarter Summary April 2017 – June 2017

4.1 Crime & Anti-Social Behaviour Data

	All Dacorum	Position in County (10 Districts)per 1000 population	Position in County (10 Districts)per 1000 population (Same Period last year)	Highest Performing CSP	Lowest Performing CSP
All Crime	+15% 2675	5 th	6 th	Three Rivers	Stevenage
Burglary Dwelling	154 (new recording procedure)	7 th	10 th	Stevenage	Watford
Vehicle Crime	+23% 283	7 th	9 th	North Herts	Broxbourne
Violent Crime	+21% 718	5 th	5 th	Three Rivers	Stevenage

Criminal Damage	-4.1% 353	5 th	5 th	East Herts	Stevenage
Anti-Social Behaviour	+29.5% 909	5 th	8 th	North Herts	Stevenage

4.2 Good performance figures placing Dacorum in the middle of the county with the exception of Burglary and vehicle crime categories.

4.3 Following the Grenfell Tower fire, through the CSP the local Fire & Rescue Command team have been working closely with DBC around an assessment of local high rise properties.

4.4 19th August – A Community Safety Event will be taking place in The Marlowes, Hemel Hempstead. Invitations sent out to local partners and agencies to participate

5 Anti-Social Behaviour

5.1 Reports of anti-social behaviour to the Police for the first quarter of 17/18 show an increase of 19.5% across the Borough which equates to 215 incidents.

5.2 The key areas of concern relate to rough sleepers, begging and drug use within the town centre and 3 injunctions were obtained which have the power of arrest attached to them to prevent individuals causing harassment alarm or distress to members of the public. A breach of an injunction by one of the individuals resulted in a custodial sentence.

5.3 During this quarter the Council's Anti-social Behaviour team delivered a wide range of actions which included:

- Visit to Luton Council enforcement team – sharing good practice and observing how they deal with a range of enforcement issues.
- Drafted Community Protection Notice (CPN) procedures and issued a number of CPN warnings.
- Obtained 3 injunctions with powers of arrest attached – and a prosecution of a breach of one of the injunctions.
- Issued 7 Acceptable Behaviour Contracts (ABC's) and Town Centre patrols over Easter holidays to deal with town centre cycling issues.
- 2 Silver Street meetings, 2 Stay Safe safer streets events with Police and increased the number of Dacorum Borough Council staff that are police accredited.

6 Quarter 2 – 2017/18 priorities for ASB: -

- 6.1 Work with other Dacorum Borough Council services on the use of Community Protection Notices
- 6.2 Work with other services to address the concerns about cycling and skateboarding in the town centre.
- 6.3 Work with partners to address reports of aggressive begging and drug use.

7 Neighbourhood Action and Verge Hardening

- 7.1 There were 7 Neighbourhood Action steering group meetings during this quarter across all of the Neighbourhood Action areas. Action plans were agreed at these meetings.
- 7.2 On Sunday 14th May at Cupid Green playing fields the Dacorum Cycle Hub was officially opened with 275 people attending and making use of the facilities. There was a range of opportunities from Dr Bike health checks and simple fixes through to entries for Go Ride Racing and the onsite café did a healthy trade.
- 7.3 During this quarter the budget for the 17/18 programme of additional parking provision under the Verge Hardening project has been allocated and the works scheduled as follows: -

Location	Number of Spaces provided	Total Cost	Start Date	Finish Date
Jocketts Hill	10	£36,121.94	03/04/2017	24/04/2017
Shrubhill Road	10	£27,948.31	24/04/2017	08/05/2017
Parkwood Drive	11	£23,987.40	08/05/2017	17/05/2017
Middleknights Hill	10	£27,984.71	17/05/2017	25/05/2017
Saturn Way (near the Heights)	10	£43,541.74	12/06/2017	23/06/2017
Marchmont Green	8	£23,370.66	23/06/2017	03/07/2017

8 Quarter 2 2017/18 priorities

- 8.1 Continue Verge Hardening project in areas identified for 2017/18

- 8.2 Commence Gadebridge Splash Park and Play area project
- 8.3 Hold the start of the penultimate leg of the Tour of Britain on 9th September 2017

9 Adventure Playgrounds

- 9.1 The Easter Holidays were well attended at the Adventure Playgrounds and the first quarter saw over 21,000 attendances across the 4 sites and over 800 attendances at the youth sessions.
- 9.2 Grovehill Adventure Playground continues to have good attendance at their soft play sessions for toddlers and the building is heavily booked with very little free time.

9.3 Quarter 2 2017/18 priorities

- 9.4 Full safety inspections of play structures
- 9.5 Repairs as identified by inspections
- 9.6 Half Term and Summer Holiday schedules

10 CCTV

- 10.1 During this quarter there were 497 incidents captured on the Dacorum Borough Council system.
- 10.2 The busiest area is Hemel Hempstead Town Centre where 235 of the incidents were captured.
- 10.3 During this quarter there have been 2 additional CCTV systems installed at Dacorum Housing schemes which are monitored.
- 10.4 The business case for the Community Control Centre to be accredited as an Alarm Receiving Centre (ARC) has been prepared and is being assessed.

11 Quarter 2 2017/18 priorities CCTV: -

- 11.1 Increase customer base and income.

12 Old Town Hall

- 12.1 The Old Town Hall introduced an e-list satisfaction survey following the introduction of the new website. The survey covers a range of areas such as the new website, the variety of the programme, staff helpfulness, value for money and the booking system. For the first survey the HP1 postcode area was the focus. See appendix 3
- 12.2 There was also a solid start to the year with attendance levels at 63% which is 2% above target.
- 12.3 Private hires continue to be steady and ensure a great community use of the Old Town Hall. We have a programme of arts and host a range of

services from Hartbeeps (music group for infants, toddlers and their mums) to Lets Dance and our older residents as well as hosting Herts Inclusive Theatre (integrated theatre group for young people).

13 Quarter 2 2017/18

- 13.1 Manage major maintenance works to roof and lift replacement at the Old Town Hall
- 13.2 Launch of Autumn programme

14 Safeguarding, Domestic Abuse and Prevent

- 14.1 During this quarter there were 56 Safeguarding concerns recorded which resulted in 32 safeguarding children referrals and 20 safeguarding adults at risk referral to Herts County Council. In addition to this there was 1 Prevent enquiries/referrals
- 14.2 Dacorum Borough Council received 52 safeguarding enquiries from Herts County Council's Children's Services.
- 14.3 Training was provided for Officers and Members regarding legislation under the Modern Slavery Act 2015 by DS Duncan Montague from Operation Tropic. This training gave an overview of the signs to be aware of in regard to human trafficking and modern slavery as well as how to report concerns.
- 14.4 The ASB team Leader has delivered Domestic Abuse training to 60 staff. The training included specialist DASH (Domestic Abuse Stalking and Honour) assessment for front line staff who deal with victims on a regular basis.
- 14.5 A survey was completed with the Council's contractors and their approach to safeguarding practice and procedures.

15 Quarter 2 Priorities 2017/18 Safeguarding

- 15.1 Continue delivering training for front line staff in domestic abuse and safeguarding
- 15.2 Review response from contractors to the recent survey.
- 15.3 Meet with contract managers to discuss feedback from contractors on safeguarding duties.