



AGENDA ITEM:

SUMMARY

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	21st March 2018
PART:	1
If Part II, reason:	

Title of report:	Resident Services Quarter 3 Performance Report
Contact:	Cllr Neil Harden, Portfolio Holder for Resident and Regulatory Services Author/Responsible Officer : David Austin, Assistant Director Neighbourhood Delivery
Purpose of report:	Monitoring and information
Recommendations	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	None at this stage.
Equalities Implications	N/A
Health And Safety Implications	N/A
Consultees:	Service Team Leaders
Background papers:	

1. Introduction

This is the quarter 3 performance report for the Residents Services area which at the time of this performance formed part of the wider Neighbourhood Delivery team.

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.

2. Performance Reports 17/18 – Quarter 3

2.1 Quarter 3 report - See appendix 1

3. Resident Services – 3rd Quarter Achievements.

The following achievements are a sample of the projects/work undertaken by this group of services during the third quarter of 2017/2018.

4. Anti-Social Behaviour

- Reports from Q3 indicates a reduction in ASB, but this was due to the monthly figures from police coming out half monthly as opposed to the end of the month, this was due to staff sickness, and this should be corrected moving into Q4, so figures from this quarter are difficult to report on and analyse.
- We achieved 99% of service requests being responded to within target (our kpi is 98%) with 77% of cases being closed within 60 days. This is due to extended waiting times for court dates, and something we have no control over.
- During quarter 3 the ASB team obtained 2 premises closures, issued one community protection notice, 4 Acceptable Behaviour Contracts and 1 demoted tenancy.
- One premises closure was against an elderly vulnerable tenant, whose son was causing lots of ASB in the property, we obtained the closure which let the elderly tenant remain, but excluded the son from the property, but also obtained a demoted tenancy order to provide the local residents with some reassurance for when the closure expired in 3 months, the demoted tenancy order lasts for 12 months.
- The team highlighted a big problem with ASB in Berkhamsted, in particular around the skatepark during this period, and due to close partnership working with the local safer neighbourhood team from the police, all of the main offenders of ASB, were issued with ABC's, CPW's or have received custodial sentences. There has been a huge improvement in the area, which was also helped by the 2 premises closures the ASB team obtained in early 2018.

- The ASB team have also been involved in discussions around the making of a video highlighting the issue of rough sleepers and beggars in the borough, the connection to drug and alcohol abuse and this work is ongoing.

5. Neighbourhood Action and Verge Hardening / Adventure Playgrounds

- a. Verge Hardening
Going very well and ahead of schedule for this year's budget with 17 Parking bays installed.
- b. Children attending APG's 11,221 attended playground
- c. Mask
Now on cohort 4 of MASK a wellbeing drama project that has engaged with 46 young people referred a number of ways including self-referrals and all had suffered from anxiety or depression. Following the MASK project 23 have continued engagement through the social group.
30 of the attendees have also passed their bronze Arts Award
- d. Community Payback
Dacorum are benefitted from the use of community payback through the probation service and have carried out jobs such as, clearing alleyways, litter picking, reclaiming old allotments for new rental and cleaning community buildings.

6. CCTV

- a. CCTV continues to work closely with the Police, with the CCTV Team Leader now attending weekly Police departmental briefings.
- b. The CCTV Team Leader has again been asked to speak at the National CCTV conference in November, sharing best practice and innovation.
- c. This quarter there were 459 incidents captured and 132 requests for footage.
- d. The control room continues to increase the number of cameras that it monitors. The total number of cameras monitored now stands at 329.

7. Old Town Hall

- a. Hosted sold out comedy performances to Griff Rhys Jones, Stephen K Amos and Jack Dee (a gig which sold out in a matter of a few minutes)
- b. Hosted the Community Action Dacorum 70th Birthday celebrations.
- c. Played to an 80% capacity for our Christmas Show for children.
- d. Increase in café / bar income this quarter – on course to beat the income target for the year.

- e. Below are some Facebook comments about the Old Town Hall that have been posted:

K H reviewed The Old Town Hall — 5 stars

November 9, 2017 ·

Lovely atmosphere & friendly service.

We've seen some great comedians here & there are some lovely puppet/theatre shows for my Grandchildren... a really nice place for all round entertainment at reasonable prices.

Looking forward to seeing Jack Dee again in December

C B reviewed The Old Town Hall — 5 stars

September 30, 2017 ·

A great venue for comedy gigs, easy to park & lots of nice places to eat/drink in the area too, a authentic part of the old town. Love it.

J T reviewed The Old Town Hall — 5 stars

October 4, 2017 ·

What a lovely venue. It is nice to know that there are still gems like this theatre still about. Thank you all for your hospitality.

END.