



AGENDA ITEM: 8

SUMMARY

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	16th September 2015
PART:	1
If Part II, reason:	

Title of report:	Resident Services quarter 1 performance report, 1/4/2015 to 30/6/2015
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:	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	See risk register in report
Equalities Implications	
Health And Safety Implications	
Consultees:	Service Team Leaders, Community Safety Co-ordinator

Background papers:	Service Reports, Police reports (JAG), CorVu, Community Safety report from Community Safety Co-ordinator
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Housing and Community Overview and Scrutiny Quarter 1, 2015 – 2016

1 Introduction

1.1 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 2015 to 30th June 2015.

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, Youth Democracy and Safeguarding children and young people.

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

3 Quarter 4 Performance Report and Year End 14/15 Performance Report – CorVu

3.1 See Appendix 1

4 Risk

4.1 Operational Risk Register - See Appendix 2

5 Resident Services – 1st Quarter Achievements.

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

6 Community Safety Partnership

6.1 1/4/15 to 30/6/2015 compared with same period in previous year showing percentage increase/decrease followed by number of crimes/incidents.

		% Change	Change in numbers	Actual numbers	Position in County
All Crime	UP	+9%	+166	2033	5 th
Burglary	UP	+1%	+1	89	3 rd
Vehicle Crime	DOWN	-21%	-49	184	5 th
Violent Crime	UP	+69%	+210	512	6 th
Criminal Damage	UP	+1%	+4	307	6 th
ASB	UP	+13%	+104	914	5 th

- 6.2 Following the changes in the Crime Recording procedure which were introduced by Hertfordshire Constabulary prior to April 2014, we now have a baseline against which the figures for 2015/16 can be compared and as can be seen from the table above, a 9% increase in recorded crime is indicated.
- 6.3 A more meaningful measure of performance at this stage can be taken from looking at the crimes/incidents per 1000 population and then comparing the position of Dacorum in relation to the other 9 districts in the county as the changes in recording procedure have affected all districts.
- 6.4 What can be seen is that with the exception of an above average performance in domestic burglary, Dacorum is placed right in the middle in terms of performance in the county. This indicates a good performance across the partnership in a borough which has the highest population in the county, a varied demography and at a time of making the best use of existing resources.
- 6.5 It must always be borne in mind that because of the relatively low level of crime in Dacorum, small increases in numbers of crime can lead to large percentage rises, so when making use of these figures is advisable not to rely on percentages alone.
- 6.6 The Community Safety Partnership (CSP) strategic assessment for the next year will be completed during the Autumn but the priorities for 15/16 are as follows.

Strategic Priorities 2015/16

- Anti-Social Behaviour and Criminal Damage
- Dwelling Burglary
- Vehicle Crime
- Alcohol Misuse
- Drug Misuse
- Managing Offenders/ Reducing Re Offending
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Young people and vulnerable as well as reassurance are included across all priorities.

- 6.7 It is important to stress that issues which are either, a) not identified as priorities or are, b) emerging, will not be ignored – they will continue to be monitored by the Partnership and dealt with on a proportionate problem solving basis.
- 6.8 For members information a full performance report of the Fire and Rescue Service April 15 to July 15 is attached at appendix 3. The same warning regarding the use of percentage rises applies for this report due to the low numbers involved.

7 Anti-Social Behaviour

- 7.1 Reports of anti-social behaviour for the first quarter have increased by 13%. Anti-social behaviour is regularly discussed at the Community Safety Partnerships Joint Action Group (JAG) and the Anti-social behaviour Action Meeting and the rise in reports can be attributed to certain individuals, groups and specific incidents.
- 7.2 The Anti-social behaviour team are extremely busy dealing with a number of complex cases and have obtained 3, suspended possession orders on Dacorum Borough Council properties, agreed 4 Acceptable Behaviour Contracts (ABC's) with youths and obtained 2 injunctions to prevent anti-social behaviour both which have a power of arrest attached to them.
- 7.3 There are a number of Court hearings pending which relate to breach of injunctions which are tenure neutral and can be used against any person causing anti-social behaviour regardless of tenure.
- 7.4 Led by the ASB Team, partnership working continues to deliver 'Silver Street' sessions not only at Dacorum Borough Council's sheltered schemes but also at any older persons group that make a request. The meetings have proved to be very popular and there have been 24 sessions at a range of venues since April where safety advice has been given to our residents and practical support given.
- 7.5 Advice and support ranges from crime prevention advice, how to report and who to talk to about anti-social behaviour, and Trading Standards taking details of people who receiving scam mail and writing to the companies to ask them to stop as well as taking names for residents who want to be included on the telephone and mail preference service.

8 Quarter 2 – 2015/16 priorities for ASB: -

- Adoption and implementation of new policies and procedures reflecting the new legislation in the Crime, Policing and Anti-Social Behaviour Act 2014. In particular the use of Community Protection Notices and Public Space Protection Orders.

9 Neighbourhood Action

- 9.1 During the first quarter of this year there have been 10 Neighbourhood Action steering group meetings with 52 residents attending.
- 9.2 **Dacorum Youth Involvement** – The Youth Forum had a change of officer in May and continue to meet on a monthly basis and have updated their webpage and agreed to meet at the Old Town Hall where they will be delivering a project on Community to include an exhibition in the gallery in October 2015.

- 9.3 A visit to local schools from international cyclist Lauren Creamer was organised prior to the Women's Tour of Britain. Micklem and Aldbury Schools were visited by Lauren and the Active Communities Officer who also took the smoothie bike to promote healthy eating and exercise.
- 9.4 The **Interfaith Group** – continue to meet on a monthly basis supported by the Active Communities Officer. April saw the annual general meeting, May had an enlightening a presentation on Islam and the difference between Sunni and Shi'a and May a presentation on Alzheimer's and wished to discuss how people with Alzheimer's could be supported within faith based communities.
- 9.5 **Women's Tour** - On 21st June Dacorum once again raised its profile in the international sporting world by hosting the final stage of the Aviva Women's Tour 2015. The top international female cyclists raced to the finish line on Leighton Buzzard Road at Gadebridge Park were the final stage was won by British rider Hannah Barnes.
- 9.6 The community event supporting the tour was a great success with charity and community stalls commenting of selling out. Community and friends groups took the opportunity to sign up new members/volunteers (Friends of Gadebridge Park 79 new members).
- 9.7 The race was supported along most of the 22 miles through Dacorum with estimated crowds of around 5000 and the race organisers were extremely satisfied with Dacorum as a venue.
- 9.8 **Verge Hardening** – 2 areas were completed this quarter. Farland Road in Adeyfield saw a scheme that created 15 additional bays and Elm Tree Walk in Tring saw 6 bays.

10 Quarter 2 2015-16 priorities for Neighbourhood Action: -

- 10.1 Deliver Tring Love your Neighbourhood event in August.
- 10.2 Commence annual consultation for Neighbourhood Action
- 10.3 Annual Neighbourhood Action meetings.
- 10.4 Complete Verge Hardening Project

11 Adventure Playgrounds

- 11.1 This quarter saw 21,899 attendance at the playgrounds (aged 6-13). This included a successful Easter programme which delivered a wide range of opportunities for service users.
- 11.2 Attendances at the Youth Clubs was down to 827 attendances for the Dacorum Borough Council sessions but in addition to this, Youth Connexions have been delivering 3 sessions from Grovehill, Adeyfield and Chaulden Adventure Playgrounds.

11.3 Since 2010, training for staff has been prohibitively expensive with the cost to train an employee to a level 3 standard extremely high. However recent research has identified training which will develop staff, is appropriate for the needs of the playgrounds and which meets OFSTED requirements. Five staff will start their training in July and will be supported by the Lead Officers.

12 Quarter 2 2015-16 priorities

- 12.1 Prepare and deliver summer programme
- 12.2 Continue work with Get Set Go Dacorum
- 12.3 Prepare for National Play days

13 CCTV

13.1 The Community Control Centre continues to extend its remit and offer a service to a range of new customers.

13.2 The Elms CCTV system is now monitored by this service and a new system at Woodwells Caravan Site. In addition to this there are a range of new sites and customers considering the new control centre as a monitoring option.

13.3 Work continues on the development of Dacorum's new policy and procedures for CCTV which will reflect the Surveillance Commissioners statutory code of practice introduced in the Protection of Freedoms Act 2012. This document will be available for consultation in the Autumn and will be a corporate approach to the use of all public space surveillance.

13.4 The code aims to ensure that where there is use of overt surveillance cameras in a public space, that their use is: in pursuit of a legitimate aim; necessary to meet a pressing need; proportionate; effective, and; compliant with any relevant legal obligations. The new policy and procedures will reflect these requirements and give guidance on the process to consider new cameras as well as justifying existing ones.

13.5 During this quarter there have been 628 incidents captured and 60 requests for footage.

14 Quarter 2 2015/16 priorities CCTV: -

- 14.1 Ongoing planning and implementation of code of practice
- 14.2 Development of CCTV/Community Control services
- 14.3 Increase customer base and income

15 Old Town Hall

15.1 The first quarter of this year has been a challenging one for the Old Town Hall with unavoidable staff shortages at critical programming times.

15.2 The staff at the Old Town Hall performed exceptionally well to cover the absences in a specialist area and delivered a comprehensive programme for the season despite the lack of a Team Leader and Lead Officer.

15.3 The Lets Dance programme has been a resounding success and has required an additional session to meet demand. A collaboration with Get Set Go Dacorum has secured funding for further sessions in the Autumn.

15.4 Following on from the success of the first Arts Award project, funding has been sourced to deliver a further project and work continues with Boxmoor School on developing the Arts Awards further.

16 Quarter 2 2015/16 priorities Old Town Hall

16.1 Deliver Look Out Pop Up events

16.2 Autumn brochure

16.3 Launch of sale of Autumn Season

16.4 Review Marketing Audit and develop strategy.

17 Safeguarding and Prevent

17.1 Public sector frontline staff have been identified as a key group that can make an important contribution to the identification and referral of individuals who may be vulnerable to radicalisation.

17.2 During June 2015, 5 officers from the Resident Services Team attended train the trainer courses to deliver the Home Office accredited training for WRAP – Workshops Raising Awareness of Prevent.

17.3 Prevent is part of CONTEST the Governments Counter Terrorism Strategy and focuses on early identification, intervention and support to prevent vulnerable persons being drawn into or supporting extremism.

17.4 The expectation is that all frontline staff within Dacorum Borough Council are trained and that this training is also delivered to the employees of frontline contractors.

17.5 The training aims to deliver the following objectives: -

- An understanding of the Prevent Strategy and the individuals role within it.
- The ability to use existing expertise and professional judgement to recognise the vulnerable individuals who may need support
- Local Safeguarding and referral mechanisms and people to contact for further help and advice.

17.5 Training will start in October and be ongoing.