



AGENDA ITEM: 8

SUMMARY

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	16th March 2016
PART:	1
If Part II, reason:	

Title of report:	Resident Services quarter 3 performance report, 1/10/2015 to 31/12/2015
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:	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:	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, Fire Service
Background papers:	Service Reports, Police reports (JAG), CorVu, Community Safety report from Community Safety Co-ordinator

Housing and Community Overview and Scrutiny Quarter 3, 2015 – 2016

1 Introduction

1.1 This is the third quarter performance report for the Residents Services Group which forms part of the wider Neighbourhood Delivery service area and covers the period 1st October 2015 to 31st December 2015.

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, Adventure Playgrounds, Youth Democracy and Safeguarding children and young people.

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

2 Quarter 3 Performance Report 15/16 – CorVu

2.1 See Appendix 1

3 Risk

3.1 Operational Risk Register - See Appendix 2

4 Resident Services – 3rd 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 Dacorum Crime Summary Q3 2015/16, Period 1/4/2015 to 3/1/2016

5.2 There are 10 District/Borough Councils in Hertfordshire. The table below shows where Dacorum is ranked out of 10 where 1 is the best performing authority.

5.3 Following the “recalibration” process carried out by Hertfordshire Constabulary in 2013 -14 in regards to crime recording procedures, we are now in a position where we have a full year dataset gathered under the new procedures. What this means is that we can now make a valid comparison between this year's figures and those of 2014/15.

5.4 For quarter 3 we can see that crime in Dacorum has risen by 13.1% compared to the same period in the previous year. However it is apparent that this rise has affected the whole county in a similar way as Dacorum is positioned 5th in the County for all crime.

5.5 With the exception of vehicle crime, Dacorum is placed 5th or 6th in the county for all priority categories.

5.6 Vehicle crime performance has been monitored regularly over the past year and Dacorum's position within the county has improved from 10th to 7th.

5.7 The table below shows the figures for 1/4/15 to 3/1/16 compared with same period in previous year *showing percentage increase/decrease followed by number of crimes/incidents.*

	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	+13.1% 6171	5 th	6 th	Three Rivers	Stevenage
Burglary Dwelling	+13.7% 282	5 th	5 th	Stevenage	Hertsmere
Vehicle Crime	-4.1% 650	7 th	10 th	North Herts	Broxbourne
Violent Crime	+55.1% 1015	6 th	6 th	Three Rivers	Stevenage
Criminal Damage	+11.5% 971	6 th	7 th	St. Albans	Stevenage
Anti-Social Behaviour	+12.2% 2610	5 th	6 th	Three Rivers	Broxbourne

6 Anti-Social Behaviour

6.1 Reports of anti-social behaviour for the third quarter have increased by 12.2% for the same period in 14/15.

6.2 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 which are being managed.

6.3 During this quarter the Council obtained a Premises Closure Order under the Anti-social Behaviour, Police and Crime Act 2014 for a property where there was evidence of the use of class A drugs and there was associated anti-social behaviour. The premises will remain closed for a minimum of 3 months and will allow the landlords to take appropriate action.

6.4 There were 2 injunctions obtained against 2 individuals with the power of arrest attached and in one case where the injunction was breached an individual was sent to prison for 9 months.

7 Quarter 4 – 2015/16 priorities for ASB: -

- Set up a working group to agree a process for the use of Community Protection Notices and Public Space Protection Orders.
- Deliver 'Silver Street' meets

8 Neighbourhood Action

8.1 During this quarter 452 residents were engaged through the 5 Neighbourhood Action steering group meetings, 2 public meetings and 4 Christmas light switch-on events at neighbourhood centres.

8.2 A "Love Your Neighbourhood" event took place at Bennetts End Community Centre on Wednesday October 28th 2015. The aim was to target issues highlighted from the Indices of Multiple Deprivation and Hertfordshire Local Information Service.

8.3 The three highest categories of need according to our data source in the Bennetts End area were:-

1. Young Carers
2. Lone Parents
3. Minority Ethnic groups - (including those subject of racist behaviour, social isolation, cultural and language barriers).

8.4 Departments from within the Council and external agencies were invited to the event to promote their services and give advice to residents. A 'Bennetts End's Got Talent' competition was planned plus extra activities such as a Mask Workshop, Wish Ribbons, African Drumming and Henna Tattooing not previously used at a Love Your Neighbourhood event. Leaflets were handed out at all primary schools within the catchment area.

8.5 Attendance at this event was over 370 people with a very good representation from all of the community and the event was finished with a Bennetts End has got Talent event, tea and cakes which was well attended and which was extremely well received – an truly cohesive community event.

8.6 The following is a list of stalls and activities at the event.

- Old Town Hall – Mask workshop/ wish ribbons – *after making a wish approximately 70 ribbons taken by children on the day. After originally planning to do four workshops throughout the day due to the high number of children attending the workshop continued all day*
- Sunnyside Rural Trust – apple press and herbs to grow at home
- Herts Library – story telling/ book hunt –
- *Outcome – 50 children participated in the book hunt, at least 20 children attended each story telling session*
- Face painting –
- Beezee Bodies – healthy options

- Guide Dogs Association
- Youth Connections – African drums
- Get Set Go Dacorum – DBC
- Cupid Green – Recycling
- Benefits Advice
- *Outcome – Benefits had twenty enquiries with one issue being resolved on the day and has resulted in three home visits being booked.*
- Osbornes
- Smoothie Bike – *So well utilised that supplies ran out halfway through the event*
- Tesco – community stall
- Druglink – advice stall
- Jay’s Property services – Asian food tasting
- Dacorum Citizens Advice – stall
- Dacorum Indian Society – Henna tattoo
- Community Action Dacorum – stall/Dacorum radio
- Rabina Malik – healthy activities
- NHS yourcareyourfuture – stall
- Police/PCSO – stall

A full report of this event is available to members should they wish to see it.

8.7 European Local Democracy Week – Youth Democracy

8.8 Local European Democracy Week occurs in October. To celebrate it in Dacorum this year Neighbourhood Action held an event on 13th October 2015 in the Council Chamber. The event aimed to help young people learn about voting and get them involved in the local community.

8.9 This year the theme for European Local Democracy Week set by the Bureau of Congress, was “Living together in multicultural societies: respect, dialogue, interaction”. A bunting competition was launched asking schools to decorate streams with the theme of “Inclusive communities: living together and accepting differences”.

8.10 Seven primary schools took part; Westfield, Kings Langley, Nash Mills, Tudor, South hill, Chambersbury and Flamsted. Prizes were awarded to the best bunting stream and individual flags for the best art and message.

8.11 The students also learned about voting, getting involved in the community and had a voting session for their favourite superheroes. In total we had 97 young people in attendance, with 2 staff members from each school and five staff members.

9 Verge Hardening Project

9.1 During this quarter a total of 20 spaces were provided in Everest Way, Gammel and Perry Green. This brings the total spaces provide by this project to 341.

10 Interfaith Group

- 10.1 The Interfaith Group met 3 times this quarter. Kindness and Faith was the topic on 12th October when they invited members to come and discuss kindness and faith in their religions and the idea's behind giving back or volunteering their time to enhance their spirituality. This was attended by 12 different members with one staff members and was enjoyed by all. Each person spoke and had readings which exemplified ideas of kindness.
- 10.2 Music and Faith was the 2nd topic of this quarter on 9th November 2015. The group had a music and faith session where each member brought in spiritual music to show how they celebrate music. This meeting was well attended with 29 members and one member of staff.
- 10.3 Winter Dinner - On 14th December 2015, 14 members attended a meal to celebrate the Interfaith group's success over the years.

11 Quarter 4 2015-16 priorities for Neighbourhood Action: -

- 11.1 Deliver Adeyfield Love Your Neighbourhood Event
- 11.2 Deliver Get Set Go Dacorum Projects – Dance and Skating
- 11.3 Complete Verge Hardening Project

12 Adventure Playgrounds

- 12.1 This is the quietest quarter for the Adventure Playgrounds with closure over the Christmas period.
- 12.2 October half term was quiet due to heavy rain during this period but a range of internal activities took place at the playgrounds with Halloween featuring heavily and craft workshops proving very popular.
- 12.3 Prior to the Christmas closure the playgrounds were decorated with winter and Christmas themes and a wide range of craft projects were on offer. The playgrounds were closed for 2 weeks over the Christmas Period and this closure accounts for the reduction in attendance figures which were 12,186 for the core age group and 587 for youth clubs during this quarter.
- 12.4 Grovehill and Adeyfield Adventure Playgrounds are delivering on part of the Get Set Go Dacorum programme with Dance sessions taking place at both of the playgrounds on a weekly basis which are proving to be very popular.
- 12.5 **Quarter 4 2015-16 priorities**
- 12.6 Half Term and Easter holidays

12.7 Continue work with Get Set Go Dacorum and expand the remit to cover sports coaching.

12.8 Tenders for sports pitches to go out January/February 2016

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 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.

13.3 During this quarter there have been a significant increase of 171 incidents to a total of 799 incidents captured and an increase of 41 requests for footage to a total of 101.

14 Quarter 4 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 On Sunday 4th October 2015, the Old Town Hall participated in the Fun Palace 2015 event. Fun Palaces is an ongoing campaign for culture at the heart of every community, with participation led by, for and with local people.

15.2 The principles are that each Fun Palace is Free, Local, Innovative, Transformative and Engaging. Fun Palaces are about creating and making together: they are a space where arts and sciences, fun and learning meet, working alongside and working together. They are as much about getting together to do something in your community, as they are about what it turns into on the day itself.

15.3 The Old Town Hall welcomed over 300 people during the course of the day. A fantastic success for all involved. <https://vimeo.com/145785494>

15.4 The Old Town Hall also ran their third Arts Award for schools – once again, totally sold out to local schools. Impressive and positive feedback from the schools.

15.5 This quarter has been an exceptional success at the Old Town Hall with attendance rates at 77% which is an exceptional achievement. At

Christmas the children's show had a 97% attendance rate over 10 performances which brought in a lot of new customers.

16 Quarter 4 2015/16 priorities Old Town Hall

16.1 Spring Season brochure and launch

16.2 Work with Get Set Go to continue and develop Let's Dance

16.3 Implement interim arrangements for the Bar and Cafe

16.4 Review Marketing Audit and develop strategy.

17 Safeguarding and Prevent

17.1 October saw the first training session for the Workshops Raising Awareness of Prevent (WRAP) and over 250 Dacorum staff have been trained this quarter.

17.2 The training aims to deliver the following objectives: -

- An understanding of the Prevent Strategy and the individual's 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.

17.3 During this quarter there were 21 Safeguarding referrals made to adult (9) and Children's (12) safeguarding by Dacorum Borough Council.

18 Quarter 4 Priorities 2015/16 Safeguarding/Prevent

18.1 Continue delivery of Prevent in line with priorities

18.2 Set up monitoring system for Safeguarding enquiries