



## AGENDA ITEM: 8

### SUMMARY

<b>Report for:</b>	<b>Housing and Community Overview &amp; Scrutiny</b>
<b>Date of meeting:</b>	<b>8<sup>th</sup> June 2016</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Resident Services quarter 4 performance report, 1/1/2016 to 31/3/2016</b>
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, Hertfordshire Fire and Rescue
Background papers:	Service Reports, Police reports (JAG), CorVu, Community Safety report from Community Safety Co-ordinator, Hertfordshire Fire and Rescue report

## **Housing and Community Overview and Scrutiny Quarter 4, 2015 – 2016**

### **1. Introduction**

1.1 This is the fourth 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> January 2016 to 31<sup>st</sup> March 2016.

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. Performance Reports 15/16 – CorVu**

2.1 Quarter 4 report - See appendix 1

2.2 Annual report 2015/16 – see appendix 2

### **3. Risks**

3.1 Operational Risk Register - See appendix 3 (pages 10 – 13 only)

### **4. Resident Services – 4th 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 Q4 2015/16, Period 1/4/2015 to 27/3/2016**

The table below shows the figures for 1/4/15 to 27/3/16 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
<b>All Crime</b>	+16.1% 8248	5 <sup>th</sup>	5 <sup>th</sup>	Three Rivers	Stevenage
<b>Burglary Dwelling</b>	+9.3% 376	6 <sup>th</sup>	4 <sup>th</sup>	Stevenage	Hertsmere
<b>Vehicle Crime</b>	-7.5% 928	7 <sup>th</sup>	8 <sup>th</sup>	North Herts	Broxbourne
<b>Violent Crime</b>	+54.2% 2002	6 <sup>th</sup>	5 <sup>th</sup>	Three Rivers	Stevenage
<b>Criminal Damage</b>	+18.4% 971	7 <sup>th</sup>	6 <sup>th</sup>	Three Rivers	Stevenage
<b>Anti-Social Behaviour</b>	+15.4% 3368	5 <sup>th</sup>	5 <sup>th</sup>	Three Rivers	Stevenage

5.2 A performance report from Hertfordshire Fire and Rescue Service is attached at appendix 4.

### 5.3 Funding

#### Funding Allocation from Office of Police & Crime Commissioner for Hertfordshire

<b>Period From: 01/04/2015 To 31/03/2016</b>	
<b>Total funding received for this financial year</b>	<b>£29,324</b>
<b>Actual expenditure in this period</b>	<b>£29324</b>
<b>Forecast expenditure in the period</b>	<b>£29324</b>
<b>TOTAL</b>	<b>£29324</b>
<b>SEE FUNDING TABLE BELOW</b>	

Cross Matching Ref	Project	Lead Agency	Strategic Assessment Priorities	Estimated Amount of Grant
1	Youth Engagement Projects (Uniforms & Equipment)	Fire & Rescue Service	Young People	£1,500
2	Neighbourhood Watch Development	Hertswatch (Incl establishment of Dacorum Dogwatch)	Protecting the Vulnerable/Prevent Crime	£1,530
3	Speed Indication Devices (estimated fitting at £250 per camera) Match Funding of each device by CSP	CSP & Parish Councils Markyate, Tring Rural & Bovington	Area of local concern- aligns with community speedwatch concept	£4,825
4	Silver Street Meet (Regular meetings in localities with elderly and other vulnerable residents) Budgets funds resources	Joint – DBC/Police/Trading Standards/ Fire & Rescue/Home Meals Service	Dwelling Burglary/Protecting the Vulnerable	£2,647
5	Development of Pump Track Ashlyns School (Contribution to wards £45k development cost)	Ashlyns School, CTC, DBC, Dacorum CSP	Young People	£4,000
9	Public Space CCTV with ANPR capability	Deployable CCTV with ANPR	Prevention of crime - Vehicle Crime & Burglary	£14,822

Total £29,324.00

#### 5.4 Meeting strategic priority objectives for the Community Safety Partnership

The priorities are monitored and reported on at each monthly Joint Action Group (JAG) meeting with updates provided by member agencies. Crime and ASB Figures are reported every month and any areas of concern are actioned.

The funding table illustrates the scope of partnership working (funding across projects which impact across agencies) within Dacorum and that the needs of victims are being addressed. There is also a strong focus, particularly through supported Fire & Rescue initiatives, on preventative educational activity with young people and vulnerable adults

In addition, Community Payback is used in Dacorum (Offender Pays concept) and wherever possible joint working (e.g. Joint ASB Management meetings) is utilised to obtain value for money.

#### 5.5 Approaches which have had a positive impact on crime and Community Safety

- Silver Street Meets (protecting the vulnerable)
- Locality Speed Indication Devices (addressing local concerns re speed)
- Public Space CCTV development

#### 5.6 How activity is driven through intelligence and information exchange

- Development of Neighbourhood Watch in targeted areas – 1800 additional households have joined Neighbourhood Watch in Dacorum.
- Spate of theft from vehicles and burglaries in one particular ward – discussed as priority issue at JAG; in addition to routine agency responses, two deployable CCTV cameras installed – result has been a decrease in offences
- December- Spate of arsons, particularly in communal bin areas of blocks of flats and at rear of commercial premises; JAG reviewed and a plan was put in place involving DBC staff, Fire and rescue, Police SNT and DBC CCTV. Offender arrested very quickly and back tracking on CCTV identified further offences he had committed but which had not been reported
- Evidence based multi-agency working has been used this year to address the issues of street homeless, leading to the development of a new borough wide process intended to deal more effectively with this issue.

#### 5.7 Position in County compared to other 9 Districts

- |                         |                 |
|-------------------------|-----------------|
| • All Crime             | 5 <sup>th</sup> |
| • Residential Burglary  | 6 <sup>th</sup> |
| • Vehicle Crime         | 7 <sup>th</sup> |
| • Violent Crime         | 6 <sup>th</sup> |
| • Criminal Damage       | 7 <sup>th</sup> |
| • Anti-Social Behaviour | 5 <sup>th</sup> |

#### 5.8 Conclusion

- The CSP has allocated funding on a considered basis, according to relevance to both Strategic Priorities (e.g. Vehicle Crime) and issues of public concern (e.g. Speeding Vehicles).
- As the county positions indicate, Dacorum sits roughly in the middle in terms of performance.
- The aim of the CSP is clearly to improve our performance in our key priority areas; this year has illustrated how annual performance in a category (e.g. burglary) can be affected by the Borough being targeted by a criminal network – this has resulted in Dacorum moving from 4<sup>th</sup> in the county last year in performance in Burglary to 6<sup>th</sup> position.
- Dacorum remains a very safe place to live and work.

## 6. Anti-Social Behaviour

6.1 Reports of anti-social behaviour up to the end of the year have increased by 15.4% compared to the same period in 14/15 which equates to an increase of 449 reported incidents on last year.

6.2 During this quarter the Council's Anti-social Behaviour Team took action and closed 3 Premises Closure Orders under the Anti-social Behaviour, Police and Crime Act 2014. These orders were obtained against properties where class A drugs were being used and where anti-social behaviour was impacting on the local residents.

6.3 The use of this new power has sent a very clear message to those dealing or using drugs regardless of the tenure of the property if their behaviour has an anti-social impact on the community or neighbouring residents.

6.4 The closure orders have been obtained due to close partnership working with Police, the Housing Service and Housing Associations and resulted in long term remedies for the community.

6.5 Community Protection Notices (CPN's) are also new tools, which have been introduced under the Anti-social Behaviour Police and Crime Act 2014 and they have been piloted with good results by the Anti-social Behaviour Team on a number occasions.

6.6 These notices can be used for a very wide range of issues that meet the following criteria: -

The Council needs to be satisfied that an individual (aged over 16 years) or body:-

- a. Is having a detrimental effect on the quality of life of those in the locality;
- b. Is of a persistent or continuing nature; and
- c. Is unreasonable.

6.7 There were 3 Notice Seeking Possessions served on Council Tenancies for Anti-social Behaviour and 9 Acceptable Behaviour Contracts were signed by perpetrators of anti-social behaviour, the ASB Team and the Police.

6.8 There have not been any reports under the Community Trigger for anti-social behaviour.

## **7 Quarter 1 – 2016/17 priorities for ASB: -**

- Increase the use of Community Protection Notices and Public Space Protection Orders where proportionate and appropriate to do so.
- Continue to deliver 'Silver Street' meets to vulnerable groups

## **8 Neighbourhood Action**

8.1A “Love Your Neighbourhood“ event took place in Adeyfield at the Community Centre on Wednesday 17<sup>th</sup> February 2016. The aim was to target issues highlighted from the Indices of Multiple Deprivation and Hertfordshire Local Information Service.

8.2 The specific categories identified by the data source in the Adeyfield area were:-

1. Child Obesity
2. General health with an emphasis on heart disease
3. Academic attainment and employment.

The themes for the day were therefore agreed as ‘Love Your Health’ and Love your Future

8.3 Departments from within the Council and external agencies were invited to the event to promote their services and give advice to residents. Agencies involved included: -

- The Windmill Children’s Centre
- Get Set Go Dacorum
- Hemel Football Club
- Sunnyside Rural Trust
- Dacorum Supported Housing
- Connect Dacorum
- Radio Dacorum
- Dacorum Communities For Learning
- Police Community Support Officers and Neighbourhood Watch
- Hertfordshire Domestic Abuse Helpline

8.4 Information on healthy eating, exercise, CV writing and job application form completion, opportunities for a range of further learning were just some of the related offers readily available to everyone. In addition there were a range of crafts, face painting and entertainment for children and adults to become involved in.

8.5 Youth Involvement

8.6 Dacorum Youth Forum and the Youth Action Entertainers were busy this quarter and were involved in the Love your Neighbourhood Day and volunteered to serve refreshments and or entertain residents.

8.7 During this quarter the Forum visited Radio Dacorum and had visits from the local Police Community Support Officer, Anti-social behaviour Team Leader and local artist Ruby Lewis.

8.8 In February during half term 40 young people took part in singing and drama workshops at the Civic Centre and several of them signed up to volunteer for Youth Action Entertainers.

## **9 Verge Hardening Project**

9.1 During this quarter the initial Verge Hardening Project came to an end with **340** new parking spaces delivered in **35** areas. Following the success of this project a further budget has been agreed for 2016/17 and prioritisation will be completed for this year's projects on 1st June 2016.

## **10 Quarter 1 2016-17 priorities for Neighbourhood Action: -**

10.1 Deliver Adeyfield Big Lunch and Queens 90<sup>th</sup> Birthday Celebrations – 12<sup>th</sup> June 2016.

10.2 Deliver Get Set Go Dacorum Projects – Dance and Skating

10.3 Prioritise Verge Hardening areas for 2016-17

## **11 Adventure Playgrounds**

11.1 The Easter holidays were split this year for Junior Schools and Senior schools – this reduced numbers at attending the playgrounds during the holiday as they were open for the Hertfordshire County Council dates however attendance for this quarter was 11,077 against a target of 11,811.

11.2 Attendance was also impacted by the replacement of the flooring at 2 of the adventure playgrounds which were closed for a week each – targets would have been over achieved without this interruption.

11.3 The agreement with Youth Connexions for them to use the Adventure Playgrounds to deliver their service to young people has ended. The reason for this was that Dacorum Borough Council advised that there would be a charge made for the use of the premises which Connexions decided they could not meet. The cost was imposed purely to cover costs which were increasing.

### **11.4 Quarter 1 2016-17 priorities**

11.5 Half Term Holidays – w/c 30<sup>th</sup> May 2016

11.6 Installation of sports pitches at 3 sites – June / July

11.7 Focus on increasing income potential at playgrounds

11.8 Increase the attendance at the Youth Clubs.

11.9 Recruitment of summer staff

11.10 Structural Surveys of built equipment

## **12 CCTV**



12.1 The Community Control Centre continues to extend its remit and offer a service to a range of new customers and secured a contract with a local school to monitor its CCTV system.

12.2 During this quarter there has been a significant increase in the recording of incidents captured by CCTV. During this quarter, there were 1028 incidents captured – an increase of 217 on the last quarter. This has resulted in 118 requests for footage.

12.3 The figures above end an exceptionally successful year for CCTV with exceptional improvements in performance and achievements. There has been a 30% increase in requests for footage and an 800% increase in incidents captured. The increase in the incidents captured relates, in part, to the digital recording of incidents as opposed to the previous manual system but there has been a more proactive approach to surveillance, partnership working and excellent information sharing as well as a considerable increase in the number of cameras monitored by the control centre.

12.4 The above has contributed to a wide range of results and evidence to support prosecution in a range of serious offences which include the following crimes: -

- Arson
- Serious sexual assaults
- Assaults on Police Officers
- Burglary
- Theft
- Criminal Damage

### **13 Quarter 1 2016/17 priorities CCTV: -**

13.1 Development of CCTV/Community Control services at the Forum and with DBC services

13.2 Increase external customer base and income

13.3 Agree monitoring arrangements with Hertfordshire Constabulary for Queens visit to Berkhamsted

### **14 Old Town Hall**

14.1 The Old Town Hall took over the running of the Café/ Bar service following the withdrawal of the catering service by First Care. This is an interim arrangement which has been very successful and options for future delivery will be explored during the next financial year.

14.2 Let's Dance are dance workshops for the 55+ age group which have been extremely successful and they have now teamed up with Get Set Go Dacorum and delivered 10 workshops which have been sold

out. Some participants have submitted testimonials that speak of the very positive transformative effect that the sessions have had on their life. They are more than health workshops – they have helped combat depression and feelings of isolation for some members of the group.

14.3 Let's Dance participants began work on their involvement with the Big Dance project which will be live on Friday 20<sup>th</sup> May.

14.4 Last Quarter saw the first of our 'relaxed performances' for children's theatre work. These adapted performances have quieter sound and brighter lighting for children with varying degrees of autism / learning difficulties. We welcomed young people from Collett School to the theatre for our first relaxed performance in March.

14.5 In January, we worked in partnership with the Community Partnerships team and Herts County Council to support an event hosted at the Old Town Hall for disabled residents to engage in health / sport activities.

14.6 A new cinema screen has been installed which has greatly enhanced the customer experience and attendance for film is increasing.

14.7 Attendance at the Old Town Hall in the second half of the year has been excellent with the last half of the year achieving an average of 74% attendance against a national average of 64%.

## **15 Quarter 1 2016/17 priorities Old Town Hall**

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

15.2 The Big Dance – 20<sup>th</sup> May 2016

15.3 Continue interim arrangements for the Bar and Cafe and explore options for long term arrangements

15.4 Review Marketing strategy.

15.5 Develop digital marketing strategy and new website

## **16 Safeguarding and Prevent**

16.1 This quarter saw the delivery of further Workshops Raising Awareness of Prevent (WRAP) and over 500 Dacorum staff, members and contractors have now been trained as required by the Counter Terrorism Act 2015.

16.2 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.

16.3 During this quarter there were 22 Safeguarding referrals made to Herts County Council. There were 4 Vulnerable Adults referred and 18 Children.

16.4 A new system for monitoring safeguarding enquiries for Herts County Council's Children's Services and the responses from Dacorum Borough Council's Service is in place and working efficiently

### **17 Quarter 1 Priorities 2016/17 Safeguarding/Prevent**

17.1 Continue delivery of Prevent in line with priorities

17.2 Training for front line staff

17.3 Training for Designated Persons

17.4 Monitoring of contractors safeguarding practices