

AGENDA ITEM:
SUMMARY



Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	22 September 2016
PART:	1
If Part II, reason:	

Title of report:	Resident Services quarter 1 performance report, 1/4/2016 to 30/6/2016
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:	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	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, Hertfordshire Fire and Rescue report

Housing and Community Overview and Scrutiny Quarter 1, 2016 – 20176

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 2016 to 30th June 2016.

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 15/16 – CorVu

2.1 Quarter 1 report - See appendix 1

3 Risks

3.1 Operational Risk Register - See appendix 2

4 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 2016/17.

5 Community Safety Partnership

5.1 Dacorum Crime Summary Q1 2016/17, Period 1/4/2016 to 30/6/2016

The table below shows the figures for 1/4/16 to 30/6/2016 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	+15.9% 2334	6 th	5 th	Three Rivers	Stevenage
Burglary Dwelling	+20.9% 104	10 th	3 rd	Watford	Dacorum
Vehicle Crime	+24.3% 230	9 th	5 th	Welwyn Hatfield	Hertsmere
Violent Crime	+12.4% 599	5 th	6 th	East Herts	Stevenage
Criminal Damage	+23.6% 372	8 th	6 th	East Herts	Stevenage
Anti-Social Behaviour	+26.1% 1112	5 th	5 th	East Herts	Stevenage

5.2 Overview

5.2.1 Whilst the position in county for overall crime places Dacorum 6th out of the 10 local authorities, a drop of one place compared to the previous year, the performance in residential burglary and vehicle crime are being monitored monthly by the Joint Action Group (JAG).

5.3 Residential Burglary

5.3.1 Whilst an apparently alarming rise of nearly 21% is recorded for Burglary offences across all the wards in Dacorum for this period, this represents an actual increase of 18 offences over the three month period, an average increase of 6 offences per month. Police colleagues informed the JAG that intelligence indicated that Dacorum was being targeted by a team of travelling criminals from outside the county. Deployable Automatic Number Plate Recognition (ANPR) enabled CCTV cameras were positioned in areas prioritised as high risk for burglary both for their intelligence gathering and deterrent capacity.

5.3.2 Police arrested and charged offenders with offences arising from this spree (one sentenced last week to 6 years in prison) but the JAG will continue to monitor Burglary as a priority. As of mid-August 2016, Dacorum is now sitting 7th out of the 10 districts in Hertfordshire.

5.4 Vehicle Crime

5.4.1 Vandalism to multiple parked vehicles has been identified as one of the major reasons for the increase in vehicle crime and intelligence suggested that a small group of youths was driving round Hemel Hempstead and attacking parked vehicles with a catapult or similar. Again CCTV cameras were deployed and one member of this suspected group was arrested but there was insufficient evidence to

charge him with an offence. However since that point, the commission of this type of offence appears to have ceased and as of mid-August 2016, the rate of increase in Vehicle Crime offences has dropped to 6.7% and Dacorum now sits 6th out of 10 districts in Dacorum.

6. Anti-Social Behaviour

- 6.1 Reports of anti-social behaviour to the Police for the first quarter have increased by 26.1%, compared to the same period in 15/16 which equates to an increase of 223 reported incidents for the same period last year.
- 6.2 During this quarter the Council's Anti-social Behaviour Team took action and extended a Premises Closure Orders under the Anti-social Behaviour, Police and Crime Act 2014.
- 6.3 A number of enforcement actions were taken which included an injunction with a power of arrest, a demoted tenancy, extending an introductory tenancy as well as improving communal areas to prevent anti-social behaviour and early intervention to address unacceptable behaviour with the use of 3 Acceptable Behaviour Contracts (ABC's).

7 Quarter 2 – 2016/17 priorities for ASB: -

- Continue to deliver 'Silver Street' meets to vulnerable groups
- Environmental audits with Police and other Dacorum Borough Council services

8 Neighbourhood Action

- 8.1 During quarter one, new officers were appointed to the Team Leader post and Active Communities Officer post. Due to staff recruitment there were no Love Your Neighbourhood events but Neighbourhood Action Steering Groups continued to meet.
- 8.2 On 12th June 2016 the Queen's 90th Birthday was celebrated with an event at Queens Square in Adeyfield.
- 8.3 Despite poor weather residents turned out to celebrate the Queen's 90th birthday and a fancy dress competition and Royal Bake Off were well received and a range of organisations and local businesses were involved.
- 8.4 The community were entertained by the Let's Dance Group, the tremendously successful 55+ years dance group from the Old Town Hall, Dacorum Community Choir, Berkhamsted Ukulele Random Players (BURP), and Radio Dacorum. Children and families enjoyed free fairground rides, go carts and Zorbing and Get Set Go Dacorum offered a range of sporting challenges and prizes.

9 Verge Hardening Project

- 9.1 With the allocation of budget for 2016/17, members were asked for updated information regarding areas to be considered for parking. All of the areas referred were subjected to the approved prioritisation process and added to the existing lists.
- 9.2 The list of roads for improvements during this year is attached at appendix 3 and the Verge Hardening and Projects Officer will keep members informed of progress throughout the year.

10 Quarter 2 2016-17 priorities for Neighbourhood Action: -

- 10.1 Deliver Grovehill 'Love Your Neighbourhood Event'.
- 10.2 Start the annual public meetings in September 16
- 10.3 Start consultations to identify local priorities for CIL
- 10.4 Deliver Pop Up events in Neighbourhood Parks
- 10.5 Deliver Verge Hardening parking areas identified for 2016-17

11 Adventure Playgrounds

- 11.1 The first quarter attendance at the adventure playground is lower than for the same period last year. The Easter holidays were split this year for Junior Schools and Senior schools – this reduced numbers at attending the playgrounds during the holiday as the holidays spanned 3 weeks and the playgrounds were only open for the 2 weeks specified by Hertfordshire County Council - quarter was 11,077 against a target of 11,811.
- 11.2 The installation of new flooring also impacted on attendance at 2 of the adventure playgrounds as they needed to close for a week per playground to allow this. Without these interruptions, attendance targets would have been over achieved.

11.3 Quarter 2 2016-17 priorities

- 11.4 Summer Holiday programmes
- 11.5 National Play Days
- 11.6 Increasing income – sports pitches
- 11.7 Increase the attendance at the Youth Clubs.
- 11.8 Review Structural Surveys of built equipment and plan replacement

12 CCTV

- 12.1 The Community Control Centre is increasing its partnership working with a range of agencies and in particular with the Police who regularly task the team.

- 12.2 The team are also increasingly involved in identifying crime and disorder and providing evidence for prosecutions. This can be demonstrated by the increase in the requests for footage from Police. During first quarter of 2015/16 there were 60 requests this increased to 139 requests the same period for this quarter 16/17.
- 12.3 The increase in the supply of evidence is reflected in the incidents captured by CCTV which has risen from 628 for the first quarter 2015/16 to 805 this quarter, an increase of 177 incidents for the same period this year.
- 12.4 The Community Control centre has procured 7 body cameras to be used to collect evidence for a range of services during this quarter. This service will be closely managed by the CCTV service to ensure compliance with the new code of conduct and all services who request the use of this equipment will be required to attend a full training course prior to using it.
- 12.5 A highlight of the quarter was the monitoring of the Queens visit to Berkhamsted where the Dacorum CCTV system was a key element of security plans to the extent that other Police forces have requested a visit to the control room.

13 Quarter 2 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 Train additional services in the use of Body Camera equipment

14 Old Town Hall

- 14.1 Attendance at The Old Town Hall for the first quarter of 2016/17 was an impressive 74.5% and an impressive 34% of the income target has also been achieved.
- 14.2 In addition to entertaining local residents at the Queen's birthday celebrations in Adeyfield the Let's Dance group, which started a few years ago at the Old Town Hall has matured into a critically successful dance led workshop for older people and is making a very real difference to the lives of the participants.
- 14.3 This quarter saw the group take part in the Big Dance which resulted in an invite to meet the Mayor of London and attend the celebration of Herts Heroines.

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 Fun Palace

- 15.3 Launch of new website
- 15.4 Launch of new autumn season.
- 15.5 Develop digital marketing strategy and new website

16 Safeguarding, Domestic Abuse and Prevent

- 16.1 This quarter saw training in all 3 of the above areas. There were 2 sessions delivered to 44 members of staff for domestic abuse training, 4 sessions to staff and members delivering Workshops Raising Awareness of Prevent (WRAP) to 64 staff bringing the total persons trained by Dacorum Borough Council to almost 600. The WRAP training module is now available electronically on DORIS.
- 16.2 On 17th May Designated Safeguarding Service Leads attended a day training to ensure that their skills were kept up to date – this training is to be refreshed every 2 years.
- 16.3 During this quarter there were 27 Safeguarding referrals made to Herts County Council. There were 26 and 1 vulnerable adult referred.
- 16.4 Dacorum Borough Council received 54 safeguarding enquiries from Herts County Council's Children's Services.

17 Quarter 2 Priorities 2016/17 Safeguarding/Prevent

- 17.1 Continue delivery of Prevent in line with priorities
- 17.2 Training for front line staff
- 17.3 Monitoring of contractors safeguarding practices
- 17.4 Review Safeguarding Policy