



AGENDA ITEM: 8

SUMMARY

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	10th June 2015
PART:	1
If Part II, reason:	

Title of report:	Resident Services Quarter 4 Performance Report.
Contact:	Cllr Neil Harden, Portfolio Holder for Resident and Regulatory Services Author/Responsible Officer, Julie Still, Group Manager – Resident Services
Purpose of report:	To provide Committee with the Quarter 4 Performance Report for Resident Services (2014/2015).
Recommendations	That members note the report and identify any areas where they require additional information or reports on 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	As per Operational Risk Register appended to this report.
Equalities Implications	None
Health And Safety Implications	None
Consultees:	Service Team Leaders, Community Safety Co-ordinator

Background papers:	Service Reports, Police reports (JAG), CorVu, Community Safety report from Community Safety Co-ordinator Fire and Rescue Service CSP report April 14 to March 15
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Housing and Community Overview and Scrutiny Quarter 4, 2014 – 2015

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 1st January 2015 to 31st March 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 Appendices A and A1

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 1/1/15 to 31/3/2015 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	+12%	+1772	7153	5 th
Burglary	UP	+4%	+15	346	4 th
Vehicle Crime	UP	+7%	+56	865	8 th
Violent Crime	UP	+48%	+523	1309	5 th
Criminal Damage	UP	+3.5%	+28	1169	6 th
ASB	DOWN	-1%	-32	2914	5 th

5.2 Due to changes in the recording procedures for certain crime categories, the overall figures for 2014/15 CANNOT be compared to the figures for 2013/14 at this stage. The above table shows what that comparison is but

the comparison is based upon two different datasets so it is analogous to trying to compare apples and pears.

- 5.3 The figures obtained in 2014/15 will be used as a baseline for 2015/16 when the comparison will be valid.
- 5.4 A more meaningful measure of performance at this stage can be taken from looking at the position of Dacorum in relation to the other 9 districts in the county as the changes in recording procedure have affected all districts. With the exception of vehicle crime, Dacorum is well placed in all other categories. Vehicle crime has been discussed regularly at the CSP meetings and various initiatives and investigations have taken place.
- 5.5 The Community Safety Grant from the Police and Crime Commissioners for 14/15 was £29,324 and in addition to this there was an accrual of £3,643 brought forward from 2013/14.
- 5.6 Applications are made to the Community Safety Partnership (CSP) and are considered on how well they align with the priorities of the Strategic Assessment of the CSP which are details below. Young people and vulnerable as well as reassurance are included across all priorities.

Strategic Priorities 2014/15

- Anti-Social Behaviour and Criminal Damage
- Dwelling Burglary
- Vehicle Crime
- Alcohol Misuse
- Drug Misuse
- Managing Offenders/ Reducing Re Offending

- 5.7 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.
- 5.8 An example of this would be “Protecting the Vulnerable” where although data can be difficult to gather, the Partnership is already supporting projects such as “Think Safe” which provides support to adults with learning difficulties. A list of successful grant applications is attached at appendix D
- 5.9 Community Safety Partnership Joint Action Group Report (All Crime) for April 14 to March 15 attached at appendix B.
- 5.10 For members information a full performance report of the Fire and Rescue Service April 14 to March 15 is attached at appendix C.

6 Anti-Social Behaviour

- 6.1 Reports of anti-social behaviour for the year were down 1% on 2013/2014.
- 6.2 The County Court made possession orders in respect of an introductory tenancy due to anti-social behaviour and a secure tenancy due to domestic abuse.
- 6.3 Working with our partners in the Neighbourhood Policing Team, some issues in the town centre relating to anti-social behaviour at Burger King and in the locality was addressed with 23 Acceptable Behaviour Contracts (ABC's) and 8 injunction notices
- 6.4 On 23rd March 2015, the final part of the Anti-Social Behaviour, Crime and Police Act 2014 came into force. This element of the act replaced the ASBO with a civil order and Dacorum Borough Council had cause to use this on the first day it was available – this was the first Anti-Social Behaviour Injunction under the new legislation in the County.
- 6.5 Partnership working continues to deliver 'Silver Street' sessions at Dacorum Borough Council's sheltered schemes. These sessions give safety advice to our residents and involve the ASB Team, Fire Service, Trading Standards, Police and Crime Prevention. The sessions are welcomed by residents and colleagues from across the County have asked to attend sessions to see the good practice.

7 Quarter 1 – 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.

8 Neighbourhood Action

- 8.1 16th – 20th February 2015 saw the launch of the Love Your Neighbourhood event in Highfield. This event was a new approach to delivering services to our residents based on evidence of need.
- 8.2 During the week-long event 548 people attended and received information advice and support from a wide range of agencies. The week covered a range of topics such as Health and Wellbeing, Making Ends Meet, Community Safety, Upskilling and Employment and ended with a Community Celebration Day.
- 8.3 There was positive feedback from partners who were involved in this project and extremely positive feedback from residents and a full report and evaluation of this project will come to this committee in the summer.

- 8.4 **Verge Hardening** – 5 areas were completed this quarter at Hobbs Hill Road, Candlefield Close, Old House Road, Hobletts Road and Elm Tree Walk – an additional 28 bays and verge hardening (Hobletts Road).
- 8.5 This project has delivered 116 additional bays in 10 separate areas with nine sites identified for 2015/16. 5 of the sites for this year have already been consulted with and have received a positive response from residents.
- 8.6 2015/16 is the final year of the verge hardening project.
- 8.7 **Dacorum Youth Forum** welcomed Shelly Taylor from Public Health to discuss mental health following concerns raised by the group. Shelley delivered some resilience training to the group on how to deal with situations that may cause worry and how they can be managed differently.
- 8.8 Two members of the Youth Forum also attended First Aid training at Adeyfield Adventure Playground and received their Essential First Aid certificate from St Johns Ambulance.
- 8.9 **Youth Democracy** - All nine secondary schools in Dacorum signed up to take part in in **Bite Size Voting Sessions** being run jointly by the teams in Dacorum Borough Council Resident Services and Democratic Services.
- 8.10 Information booklets were put together by the Resident Services team and handed out to every student at each session. Jim Doyle presented to the groups, showing the winning film from Local Democracy Week in 2013 and talking to the group about democracy, the importance of registering onto the electoral register, why voting matters and what to expect on the day of the election.
- 8.11 We presented to approximately 600 students in total and 120 students will have been registered by the Resident Services team over the duration of the sessions, with another 60 being sent the registration form if they didn't have all of their details to hand on the day, with the remainder being given the information to be able to register on-line themselves.
- 8.12 **Play areas** – 13 play areas across the borough have received new equipment and improvements and a further 4 playgrounds will be completed in quarter 1 2015.

9 Quarter 1 2015-16 priorities for Neighbourhood Action: -

- 9.1 Full evaluation of Love Your Neighbourhood event and report to senior management.
- 9.2 Implementation of new structure in Neighbourhood Action Team.
- 9.3 Agree projects for 'Love Your Neighbourhood' events during 2015-16
- 9.4 Stage 5 – final leg of Womens Tour of Britain and community fayre on 21st June 2015
- 9.5 Continue with next stage of verge hardening project

9.6 Continue with next stage of play area improvement project

10 Adventure Playgrounds

10.1 This quarter saw 11,873 attendances by the core group of children to the Adventure Playgrounds (aged 6-13) and the annual figure is 79,070 which meets the target set and is an increase of 1,175 attendances for this group on last year.

10.2 In addition to the core group the youth clubs at the Adventure Playgrounds continue to be popular with 1142 attendances in this quarter and an annual figure of 4,970. This is an increase of 91 on last year and 3 of the playgrounds are also used by Hertfordshire Connexions to deliver their youth sessions.

10.3 At Adeyfield the Youth Club ran First Aid Sessions for young people who received Essential First Aid Certificates and dance lessons are now a regular feature.

10.4 At Bennetts End the Youth Club has become established and there is close working with the local Children's Centre which has resulted in an increase in attendance across the board.

11 CCTV

11.1 A new staffing structure was introduced in CCTV in February 15 to reflect the new control centre and requirements of the Public Space Code of Practice.

11.2 The new control room is receiving a high number of requests for their services and there are a number of projects being evaluated.

11.3 Body cameras have been obtained and are in the process of being evaluated and the appropriate procedures agreed. The cameras will then be available for use (following training) by enforcement teams within Dacorum Borough Council but will be managed through the CCTV control centre.

11.4 The Team Leader for CCTV has been invited to speak at the CCTV national conference in June about the innovative approach to the new CCTV service. In addition there has been significant interest in the new control centre and there has been a number of from local authorities.

11.5 During this quarter there have been 582 incidents captured and 2713 during the last 12 months.

12 Quarter 1 2015/16 priorities CCTV: -

12.1 Ongoing planning and implementation of code of practice

- 12.2 Development of CCTV/Community Control services
- 12.3 Increase customer base and income

13 Old Town Hall

- 13.1 A good solid start to the performance season achieving an out-turn of 68.5 % for performances
- 13.2 Poorer sales in film showings dragged our average down - resulting in a closer look at film as a part of our programme
- 13.3 The highlight of this quarter is the Arts Award project which saw year 3 pupils from three local schools, (Boxmoor, Chaulden and George Street) complete the Discover level of an Arts Award due to a successful funding application to Royal Opera House Bridge.
- 13.4 Discover is only the first step in the Arts Award journey. There has been an overwhelmingly positive response by pupils, teachers and school governors to this project and we are actively looking at ways of further developing and strengthening our work with local schools.
- 13.5 A new Lead Officer has been recruited to support the Team Leader and they will commence work in April 15.

14 Quarter 1 2015/16 priorities Old Town Hall

- 14.1 Secure funding for additional Arts Award projects
- 14.2 New Lead Officer induction
- 14.3 Review Marketing Audit and develop strategy.

15 Safeguarding

- 15.1 An updated Safeguarding Children and Young People Policy and Procedures was approved by Council and is now adopted.
- 15.2 Level one training has taken place with further sessions booked for June and September 15.
- 15.3 3 Officers are being trained in May for delivering awareness of Child Sexual Exploitation to staff and other relevant parties such as Hotels, Taxi Drivers, licensees etc.