



AGENDA ITEM:

SUMMARY

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	23rd November 2016
PART:	1
If Part II, reason:	

Title of report:	Resident Services quarter 2 performance report, 1/7/2016 to 30/9/2016
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,

Housing and Community Overview and Scrutiny Quarter 2, 2016 – 2017

1. Introduction

- 1.1 This is the second quarter performance report for the Residents Services Group which forms part of the wider Neighbourhood Delivery service area and covers the period 1st July 2016 to 30th September 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 16/17 – CorVu

- 2.1 Quarter 2 report - See appendix 1.

3. Risks

- 3.1 Operational Risk Register - See appendix 2.

4. Resident Services – 2nd Quarter Achievements.

- 4.1 The following achievements are a sample of the projects/work undertaken by this group of services during the second quarter of 2016/17.

5. Community Safety Partnership

5.1 Dacorum Crime Summary Q2 2016/17, Period 1/7/2016 to 9/10/2016

The table below shows the figures for 1/7/16 to 9/10/2016 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	+13.9% 4782	5 th	5 th	Three Rivers	Stevenage
Burglary Dwelling	+22.3% 192	8 th	5 th	Watford	Hertsmere
Vehicle Crime	+11.8% 494	7 th	7 th	North Herts	Hertsmere
Violent Crime	+17.9% 1271	5 th	5 th	Three Rivers	Stevenage
Criminal Damage	+10.1% 689	8 th	7 th	East Herts	Stevenage
Anti-Social Behaviour	+25.7% 2311	5 th	5 th	East Herts	Stevenage
	+25.9% 631	5 th	6 th	Three Rivers	Stevenage

5.2 A separate report will be presented to this committee on behalf of the Community Safety Partnership by the Community Safety Co-ordinator.

6. Anti-Social Behaviour

6.1 Reports of anti-social behaviour to the Police for the second quarter have increased by 25.7%, compared to the same period in 15/16 which equates to an increase of 473 reported incidents for the same period last year.

6.2 During this quarter the Council's Anti-social Behaviour Team took action and closed 3 properties where class A drugs had been used and there was associated anti-social behaviour giving immediate relief to local residents. One property was returned to the Council following eviction and another saw the keys returned by the tenant.

6.3 One of the members of the Anti-social Behaviour Team has been nominated for a national award and is one of 3 finalists at Resolve Awards.

7. Quarter 3 – 2016/17 priorities for ASB: -

- Continue to deliver 'Silver Street' meets
- Work with other Dacorum Borough Council service on the use of Community Protection Notices
- Community Safety Partnership day in Hemel Hempstead Town Centre 26th November 2016.

8. Neighbourhood Action and Verge Hardening

- 8.1 This summer saw free pop up events for children and young people in Gadebridge Park and 6 of the local neighbourhood parks in Hemel Hempstead. A range of inflatable equipment was provided for the use of children and there was a high attendance (over 1750 children and young people).
- 8.2 Berkhamsted saw the opening of the new skate park which was funded by Dacorum Borough Council and Sport England and the opening was organised by the Resident Services in Partnership with the Swan Youth Club and over 250 people attended the event.
- 8.3 The Grovehill "Love Your Neighbourhood" event was well attended on 17th August 2016 with the Mayor and over 200 people attending the Community Centre.
- 8.4 The areas of priority for the event were around health and future with 21 service providers attending to promote their services and offer advice.
- 8.5 An unexpected outcome for this event was the increase in the trade experienced by the local shops as not only were there the people attending the Love Your Neighbourhood event but the pop up event took place in the park on the same day.
- 8.6 Public meetings started in September and will conclude in October – attendance has been low and a consultation will also conclude in October.
- 8.7 The Verge Hardening Project has completed the marking of bays and new signage at Compass Point, installed new bays Woodview and Eight Acres.
- 8.8 The budget has been allocated for this financial year and members receive a monthly update on progress from the project manager.

9. Quarter 3 2016-17 priorities for Neighbourhood Action and Verge Hardening: -

- 9.1 Deliver Chaulden 'Love Your Neighbourhood Event'.
- 9.2 Complete annual public meetings and consultation for CIL and identify priorities.
- 9.3 Continue Verge Hardening project in areas identified for 2016-17.

10. Adventure Playgrounds

- 10.1 It was a busy summer at the adventure playgrounds with over 30,000 attendances across the 4 sites.

- 10.2 New all-weather sports surfaces were installed at Adeyfield and Chaulden playgrounds with a new, extremely popular skate ramp at Bennetts End. These facilities will be available to the wider community to rent and meet an unmet need.
- 10.3 Grovehill Adventure Playground has recently introduced soft play sessions for mother and toddlers which are proving to be popular
- 10.4 The week of national play day saw events at all of the 4 playgrounds and very high attendance in total (over 4600).
- 10.5 **Quarter 3 2016-17 priorities**
- Half Term – 21 - October 2016
 - Encourage the community use of the sports pitches (rental income)

11. CCTV

- 11.1 The CCTV Service continues to increase the number of incidents that are captured by the system. In total there were 795 incidents captured during this quarter.
- 11.2 In turn there is an increase the level of evidence they are providing to partners. This can be demonstrated by the increase in the requests for footage from which is 138 for the second quarter compared to 87 for the same period last year – a 44% increase
- 11.3 During this quarter new systems were installed in the Housing Services tower blocks which are now monitored by the CCTV control centre increasing the number of cameras monitored from 206.

12. Quarter 3 2016/17 priorities CCTV: -

- 12.1 Development of CCTV/Community Control services at the Forum and with DBC services.
- 12.2 Increase external customer base and income.

13. Old Town Hall

- 13.1 Attendance at The Old Town Hall continues to be above target at 68% for the second quarter of 2016/17
- 13.2 A comprehensive report on the Old Town Hall will be made independently to this committee.

14. Safeguarding, Domestic Abuse and Prevent

- 14.1 This quarter again saw training in all 3 of the above areas. Domestic Abuse awareness was delivered to 44 members of staff, Adult Safeguarding to 16 staff and safeguarding children and young people

was delivered to 20. The WRAP training module is now available electronically on DORIS and work progresses with contractor to ensure that they are meeting their obligations with Safeguarding.

14.2 Work with contractors who deliver services on behalf of Dacorum Borough continues in regard to safeguarding policy and procedure and their staff training – to support this Prevent training will be delivered by Council Officers this autumn.

14.3 During this quarter there were 26 Safeguarding referrals made to Herts County Council. There were 23 children/young people and 3 vulnerable adults referred.

14.4 Dacorum Borough Council received 79 safeguarding enquiries from Herts County Council's Children's Services.

15. Quarter 3 Priorities 2016/17 Safeguarding/Prevent

15.1 Continue delivery of Prevent in line with priorities.

15.2 Continue delivering training for front line staff.

15.3 Update/review Children and Young People's Safeguarding Policy and action plan.

15.4 Update Domestic Abuse Policy.

15.5 Continue monitoring of contractors safeguarding practices.