



**AGENDA ITEM:  
SUMMARY**

<b>Report for:</b>	<b>Housing and Community Overview &amp; Scrutiny</b>
<b>Date of meeting:</b>	<b>1<sup>st</sup> March 2017</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Resident Services quarter 3 performance report, 1/10/2016 to 31/12/2016</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:	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 3, 2016 – 2017**

### **1. Introduction**

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 1<sup>st</sup> October 2016 to 31<sup>st</sup> December 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 16/17 – CorVu**

2.1 Quarter 3 report - See appendix 1

### **3. Risks**

3.1 Operational Risk Register - See appendix 2

### **4. Resident Services – 3rd Quarter Achievements.**

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

### **5. Community Safety Partnership**

#### **5.1 Dacorum Crime Summary Q3 2016/17, Period 1/4/2016 to 1/1/2017**

The table below shows the figures for 1/4/16 to 1/1/2017 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	<b>+16.8%</b> <b>7130</b>	5 <sup>th</sup>	5 <sup>th</sup>	Three Rivers	Stevenage
Burglary Dwelling	<b>+2.9%</b> <b>286</b>	9 <sup>th</sup>	5 <sup>th</sup>	Stevenage	Hertsmere
Vehicle Crime	<b>+30.7%</b> <b>842</b>	10 <sup>th</sup>	7 <sup>th</sup>	North Herts	Dacorum
Violent Crime	<b>+20.5%</b> <b>1842</b>	5 <sup>th</sup>	6 <sup>th</sup>	Three Rivers	Stevenage
Criminal Damage	<b>+2.8%</b> <b>983</b>	6 <sup>th</sup>	6 <sup>th</sup>	East Herts	Stevenage
Anti-Social Behaviour	<b>+22.7%</b> <b>3186</b>	5 <sup>th</sup>	5 <sup>th</sup>	East Herts	Stevenage
Domestic Abuse	<b>+22.2%</b> <b>891</b>	5 <sup>th</sup>	6 <sup>th</sup>	Three Rivers/Nth Herts	Stevenage

**NB – ALL CRIME DOES NOT INCLUDE ANTI SOCIAL BEHAVIOUR AS THESE ARE INCIDENTS AND NOT CRIMES.**

## 5.2 Overview

All recorded Crime across the borough has risen by almost 17% in this period compared to the same period in previous year. That means that in the first 9 months of this year, there have been 1023 more crimes recorded than in the same period in the previous year.

However because of where Dacorum is positioned compared to the other 9 districts in Hertfordshire, 5<sup>th</sup>, it is clear that similar rises in the All Recorded Crime Category have taken place across the county. It is in the individual categories of crime where we are more likely to see what the issues specific to Dacorum are. This is where having a county positioning ranking table is of value.

## 5.3 Analysis

Having established that there has been a rise in all recorded crime of 1023, the next step is to establish what portion of that increase can be attributed to each of the crimes prioritised by our annual strategic assessment.

- Burglary Dwelling – Increase of 8 Crimes - not statistically significant
- Vehicle Crime – Increase of 198 Crimes - Statistically significant as it accounts for 19% of the increase in recorded crime. Dacorum sits 10<sup>th</sup> in County (poorest performance) in this crime category and we know that the

Borough has been particularly targeted by criminals. Berkhamsted East and Northchurch are the wards most affected by the increases in crime and CSP funded deployable CCTV cameras have been installed in both those wards as part of the overall approach to tackling the problem.

- Violent Crime – Increase of 313 Crimes - Statistically significant as it accounts for 30% of the increase in recorded crime. Although accounting for 30% of the increase in recorded violent crime, Dacorum sits 5<sup>th</sup> in the county, so as for all crime, there has been a uniform rise in this category across the county. This is attributable to improved processes for the reporting of a) domestic abuse and b) other issues such as Harassment.
- Criminal Damage Increase of 27 Crimes - Not statistically significant
- Domestic Abuse – Increase of 162 Crimes - This forms part of the Violent Crime data as detailed above

It should be noted that there is an increase in Shoplifting across the county above has been recognised and a countywide approach to how to approach this will be considered as retail theft prevention should sit firstly with retailers themselves.

## **6. Anti-Social Behaviour**

6.1 Reports of anti-social behaviour to the Police for the third quarter have increased by 22.7%, compared to the same period in 15/16 which equates to an increase of 589 reported incidents for the same period last year.

6.2 The reports made to the Police are recorded in 3 specific categories which are: personal; environmental and nuisance.

6.3 Reports in these categories show significant differences in levels of reporting with reports in the personal category reduced by 4.9% (this category relates more to the work of Dacorum Borough Council's Anti-social Behaviour Team who deal with personal cases such as neighbour issues or vulnerable people). The reports in the environmental category which would include noise, fly tipping abandoned vehicles etc., are up by 273% and the nuisance category showing an increase of 25%.

6.4 Dacorum Borough Council measure anti-social behaviour by the number of cases that are open to officers. The complexity of these cases vary significantly with each case having from one report from an individual to many reports from a wider community.

6.5 During this quarter the Council's Anti-social Behaviour team delivered a wide range of actions which included:

- 1 silver street meeting and 5 drop in coffee mornings with sheltered housing schemes to provide advice and reassurance. This project was a finalist in the national resolve awards and was highly commended.
- An injunction to protect staff and members of the public at a high street store following intimidation from an individual
- A community trigger meeting with residents, a local councillor and a local housing associations
- A number of safer streets visits with Safer Neighbourhood Team to provide reassurance and encourage the use of the OWL (Online Watch Link) and the Dacorum Borough Council electronic news letter

## **7. Quarter 4 – 2016/17 priorities for ASB: -**

7.1 Continue to deliver ‘Silver Street’ meets

7.2 Work with other Dacorum Borough Council service on the use of Community Protection Notices

7.3 Address the concerns about cycling and skateboarding in the town centre

## **8. Neighbourhood Action and Verge Hardening**

8.1 The first cohort of M-ask, a wellbeing drama programme completed with 15 young people taking part. The young people involved were referred a number of ways including self-referral and all had suffered from anxiety or depression. 12 of the 15 young people completed their Bronze Level Arts Awards in addition to the 12 week drama programme.

8.2 The project is delivered in partnership with Trestle Theatre Group, the Old Town Hall and Neighbourhood Action with funding secured by the Partnerships Team from Public Health and Community Partnerships funding and it has been an overwhelming success.

8.3 A competition to meet Max Whitlock at the Town Centre event attracted over 1200 entries from junior schools across Dacorum borough. Prizes to the winners of all categories were awarded by Max at the Freedom of the Borough event in Hemel Town centre in October half term.

8.4 In line with a new Housing Service procedure, The Neighbourhood Support Officers have resumed the clear landings process for all flats in Dacorum. A £40 recharge is made for items or rubbish left in communal areas of blocks. There has been a big improvement seen in blocks during second round of clearance.

8.5A Love Your Neighbourhood event in Chaulden / Warners End ward held 25 October, focusing on health and wellbeing. Engaging Parkwood Drive GP surgery, Tesco, Sunnyside Project and more.

8.6 This quarter also saw the completion 38 additional parking bays in 5 locations (See appendix 3). There are also 8 sites awaiting the outcome of planning applications and 5 possible future sites that have been subject to residents' consultation. Members will continue to receive monthly updates on this project.

#### **Quarter 4 2016-17 priorities for Neighbourhood Action and Verge Hardening: -**

- Deliver 'Love Your Neighbourhood' events in Hemel Hempstead Town Centre and in Markyate
- Continue Verge Hardening project in areas identified for 2016-17
- Deliver 2<sup>nd</sup> round of M-ask project

#### **9. Adventure Playgrounds**

- Half term saw a good attendance at all of the Adventure Playgrounds and they were all closed over the Christmas period. In total there were 15637 attendances at the playgrounds which is an increase on the same period last year.
- The new all-weather sports surfaces at Adeyfield and Chaulden are being well used by the service users but there is also interest from sports clubs to hire the sites which will increase the playgrounds income.

##### **9.1 Quarter 4 2016-17 priorities**

- Half Term – 13 – 17 February 2017
- Encourage the community use of the sports pitches (rental income)

#### **10. CCTV**

- The CCTV Service continues to make significant contribution to solving and preventing crime within the borough.
- This quarter saw the CCTV Team Leader involved in the preparation for the Councils move to the Forum as well as the service responding to 101 requests footage and capturing 686 incidents

#### **11. Quarter 4 2016/17 priorities CCTV: -**

- Support the move to the Forum
- Increase customer base and income

#### **12. Old Town Hall**

- An extremely busy end of season saw attendance at The Old Town Hall continue surpass the target 73%. The theatre was open right up to Christmas Eve with children's theatre which had an overwhelming response. The staff at the Old Town Hall have delivered a limited café as well as bar service during this period in the absence of a provider which was very successful over this period.
- The Lets Dance groups continue to be extremely successful with participants taking part in an ITV production and a number of sharing workshops that clearly demonstrated the benefits of the project to the participants.
- The new website continues to prove to be popular and online bookings are increasing using mobile devices.

#### **13. Quarter 4 2016/17 priorities**

- New season goes on sale
- Implement marketing priorities as identified in the report to this committee in November 16.
- Commence procurement process for new catering offer at the Old Town Hall

#### **14. Safeguarding, Domestic Abuse and Prevent**

- Work with contractors and commissioned services continues in regard to safeguarding compliance and their staff training. Osbournes' staff received safeguarding training and Dacorum Borough Council officers delivered the Workshop Raising Awareness of Prevent.
- During this quarter there were 18 Safeguarding referrals made to Herts County Council. There were 14 children/young people and 4 adults at risk referred.
- Dacorum Borough Council received 64 safeguarding enquiries from Herts County Council's Children's Services.

#### **15. Quarter 4 Priorities 2016/17 Safeguarding/Prevent**

- Continue delivery of Prevent in line with priorities
- Continue delivering training for front line staff
- Update Safeguarding Policy
- Continue monitoring of contractors and commissioned services safeguarding practices