



AGENDA ITEM:

SUMMARY

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	5 th July 2017
PART:	1
If Part II, reason:	

Title of report:	Resident Services quarter 4 performance report, 1/1/2017 to 31/3/2017
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

Housing and Community Overview and Scrutiny Quarter 4, 2016 – 2017

1. Introduction

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 2017 to 31st March 2017.

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 4 report - See appendix 1

3. Risks

3.1 Operational Risk Register - See appendix 2

4. Resident Services – 4th Quarter Achievements.

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

5. Community Safety Partnership - End of Year Summary April 2016 – March 2017

5.1 Crime & Anti-Social Behaviour Data

Under legislation (Crime & Disorder Act 1998), the Community Safety Partnership (CSP) has a responsibility to bring relevant agencies and bodies together with the aim of reducing Crime, Disorder, Anti-Social Behaviour and the impact of the misuse of drugs and alcohol upon our communities.

In order to facilitate this, each year, a Strategic Assessment of Crime and Disorder is produced for the Borough and from this strategic priorities are agreed.

Data is provided on a monthly basis which informs the monitoring of the below categories.

- **All Crime**
- **Residential Burglary**
- **Vehicle Crime**

- **Violent Crime**
- **Criminal Damage**
- **Anti-Social Behaviour**
- **Domestic Abuse**

Analysis of this enables comparison to be made with the same time period in the previous year so in the table Year 2016/17 is compared with Year 2015/16

Table 1

All Crime	16%	increase
Residential Burglary Down	3%	decrease
Vehicle Crime	21%	increase
Violent Crime	23%	increase
Criminal Damage	3%	decrease
Anti-Social Behaviour Up	22%	increase
Domestic Abuse Up	20%	increase

This is useful to have but on its own does not give a full context of what is happening. Further analysis breaks the crimes and incidents down to per 1000 head of population. This enables a comparison to be made with the other 9 districts/boroughs in Hertfordshire, so that relative performance can be assessed. This is shown below. Position 1 is best position in the county with 10 being the poorest performer.

Table 2

	2016/17	2015/17
All Crime	5	5
Residential Burglary	6	6
Vehicle Crime	10	7
Violent Crime	5	6
Criminal Damage	7	7
Anti-Social Behaviour	5	5
Domestic Abuse	5	6

From these it can be seen that generally Dacorum remains around the middle of the county in terms of performance with the noticeable exception being vehicle crime – (see below) and reductions in recorded crimes of criminal damage and Residential Burglary.

Observations

Whilst any increase in crime is of concern, it needs to be pointed out that some increases are due to changes in recording processes or practice whilst others are “real” increases.

Where we can say that recording process changes may be impacting are in the categories of violent crime and antisocial behaviour.

This is useful in placing our position locally but a further layer of comparison is achieved by comparing our position with that of the most similar 15 local authority areas in England and Wales.

Table 3 - I Quanta Data

This summary table highlights that the two categories which merit attention, when Dacorum is compared within this group of 15 most similar authorities are, criminal damage and vehicle crime.

12 month period 1.4.2016 – 31.3.2017

All Crime	8
Dwelling Burglary	7
Vehicle Crime	11
Violent Crime	5
Criminal Damage	12
Domestic Abuse	data not on I Quanta
ASB	data not on I Quanta

6. Anti-Social Behaviour

- 6.1 Reports of anti-social behaviour to the Police for the fourth and final quarter of 16/17 have continued to increase which results in an annual increase of 21.6%, compared to the previous year. This equates to an increase of 726 reported incidents for the same period last year. A breakdown by Ward is attached at appendix 3.
- 6.2 There is a further breakdown of police data in relation to anti-social behaviour which reflects the areas of increase (see appendix 4). The above reports are broken down into 3 categories which are: Environmental, which includes fly-tipping and graffiti; Nuisance, which includes noise and personal which is the area that the ASB Team are mainly involved in.
- 6.3 The increase in environmental anti-social behaviour reflects a change in recording procedures.
- 6.4 During this quarter the Council's Anti-social Behaviour team delivered a wide range of actions which included:
- 1 demoted tenancy against a perpetrator of anti-social behaviour in a Council owned property.
 - 2 Anti-social Behaviour Injunctions with the power of arrest against perpetrators of anti-social behaviour who caused harassment alarm and distress to members of the public and staff who were carrying out their duties.
 - 6 acceptable behaviour contracts (ABC's) for young people repeatedly found riding bicycles in the pedestrian area of the Marlowes.

- 3 Community Protection Notice warnings for adults and businesses found cycling in the pedestrian area of the Marlowes
- Numerous letters to parents of young people stopped when cycling in the pedestrian area.
- Silver Street meetings at sheltered housing schemes to provide advice and reassurance.

7. Quarter 1 – 2017/18 priorities for ASB: -

- Work with other Dacorum Borough Council services on the use of Community Protection Notices
- Work with other services to address the concerns about cycling and skateboarding in the town centre.

8. Neighbourhood Action and Verge Hardening

- The second 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. Funding is secured for a further 4 M-ask programmes over the next 2 years.
- Love Your Neighbourhood events took place in Markyate and Hemel Hempstead Town Centre in February half term.
- Love Your Health was the topic for the Hemel Hempstead town centre and Markyate events with a range of service providers delivering information on a wide range of topics from Tesco's Farm to Fork scheme, smoking cessation and healthy eating to basic cycling skills.
- The Verge Hardening project completed another successful year adding a further 74 parking bays across the borough.

Street	Parking spaces	Works completed
Semphill Road	16	20-Jan-17
Durrants Road	4	1-Feb-17
Bodwell Close	4	9-Feb-17
Hetchleys	4	14-Feb-17
Damask Green	11	1-Mar-17
Maddox Road	10	10-Mar-17
Raybarn/Plantation/Hanger fencing	0	15-Mar-17
Cranford	5	18-Mar-17
St Albans Road	11	31-Mar-17
Alma Road	9	31-Mar-17
Total bays for this quarter	74	

8.1 This brings to total spaces provided by this project to 464 since 2013

9. Quarter 1 2017/18 priorities

- Continue Verge Hardening project in areas identified for 2017/18
- Commence Gadebridge Splash Park and Play area project

- c. Open/Launch Cycle Hub

10. Adventure Playgrounds

- a. There was a strong finish to this year at the adventure playgrounds with 15,189 attendances in the last quarter – 84,214 attendances for the year.
 - b. Attendance at the youth sessions at the adventure playgrounds also increased and there were 3228 attendances in the last year.
 - c. Grovehill Adventure Playground launched their soft play sessions for toddlers which are well attended and growing fast.
 - d. The all weather sports pitches at Adeyfield and Chaulden continue to be well used and are attracting bookings from sports clubs during the winter and the darker nights.
- e. **Quarter 1 2017/18 priorities**
- f. Easter Holidays
 - g. Promote the use of the playgrounds and sports pitches within the community

11. CCTV

- a. The CCTV Service continues to make significant contribution to solving and preventing crime within the borough.
- b. This quarter there were 547 incidents captured and 157 requests for footage.
- c. During 2016/17 there has been an increase in the number of cameras that the CCTV control centre monitors which includes the monitoring of a number of sheltered housing schemes as well as the additional cameras at the Forum. The total number of cameras monitored now stands at 236.

12. Quarter 1 2016/17 priorities CCTV: -

- a. Assess the business case for BSI accreditation and the opportunities it would present
- b. Increase customer base and income.

13. Old Town Hall

- a. The Old Town Hall ticket sales for the year ended on 71% - up from 66% last year. Showing a high level of engagement from our audiences.
- b. With a net income target of £56,000 for ticket sales for the year, £58,500 was achieved and bar sales were also above the £6,000 target with a final net figure of £13,000.
- c. Whilst the catering operation at the Old Town Hall still requires a more workable model including easier and faster electronic card payments – it does show that our audiences are keen to utilise the facility.
- d. Programme highlights include the expansion of Let's Dance to Supported Housing centres in Tring, funded initially by Get Set Go

Dacorum, but as of late 2017, going into 2018, by the Supported Housing team.

- e. In January 2017, Let's Dance was played host to the High Sheriff of Hertfordshire, Stelio Stefanou OBE DL and the Mayor of Dacorum, Robert Mclean.
- f. In February, we submitted an application to the Sport England Active Ageing fund for Let's Dance and have been shortlisted to the second round of 46 organisations, from over 720 initial applications. Outcome of this funding bid is still pending with the outcome expected at the end of June. In the meantime, the Old Town Hall Let's Dance group, were asked to be the 'backing dancers' for a sketch in the Keith and Paddy show on ITV. (recently broadcast on 6th May)
- g. We have seen an increase in use of the building by private hires, including an uplift in use by Hartbeeps (music group for infants, toddlers and their mums) and Herts Inclusive Theatre (integrated theatre group for young people)

14. Quarter 1 2017/18

- a. Present the Lets Dance funding bid to Sport England.
- b. Spring programme
- c. Prepare for major works over the summer (roof and lift replacement)

15. Safeguarding, Domestic Abuse and Prevent

- a. During this quarter there were 8 Safeguarding referrals made to Herts County Council. There were 4 children/young people and 4 adults at risk referred. In addition there were 2 Prevent enquiries/referrals
- b. Dacorum Borough Council received 64 safeguarding enquiries from Herts County Council's Children's Services.
- c. In March the Police and Crime Commissioner held a conference in Watford to launch the countywide approach to addressing Modern Slavery and Human Trafficking.
- d. New legislation under the Modern Slavery Act 2015 introduces requirements for Dacorum Borough Council to monitor their business in relation to ethical procurement by way of additional checks with suppliers and those with a global turnover of over £36 million.
- e. There is also a duty for DBC to notify of any concerns or suspicions of human trafficking and modern slavery. Training for front line staff and members took place on 21st June 2017 to raise awareness of the indicators for these horrendous crimes and what to do when they are recognised.
- f. During the first 3 months of 2017 the Resident Services team have provided support by way of a safe venue for the specialist Police team working on Operation Tropic when they have been making enquiries.

16. Quarter 1 Priorities 2017/18 Safeguarding

- a. Continue delivering training for front line staff in domestic abuse and safeguarding

- b. Update Safeguarding Policy – report to CMT
- c. Continue monitoring of contractors and commissioned services safeguarding practices