



AGENDA ITEM: 8

SUMMARY

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	11th November 2015
PART:	1
If Part II, reason:	

Title of report:	Resident Services quarter 2 performance report, 1/7/2015 to 30/9/2015
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:	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	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 21, 2015 – 2016

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 2015 to 30th September 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 2 Performance Report 15/16 Performance Report – CorVu

3.1 See Appendix 1

4 Risk

4.1 Operational Risk Register - See Appendix 2

5 Resident Services – 2nd Quarter Achievements.

5.1 The following achievements are a sample of the projects/work undertaken by this group of services during the last quarter.

6 Community Safety Partnership

6.1 Dacorum Crime Summary Q2 2015/16, Period 1/4/15 -11/10/15

6.2 1/4/15 to 11/10/15 compared with same period in previous year showing percentage increase/decrease followed by number of crimes/incidents.

6.3 There are 10 District/Borough Councils in Hertfordshire. The table shows where Dacorum is ranked out of 10 where 1 is the best performing authority.

6.4 Dacorum shows a slight improvement upon the same period last year remaining 5th in the county for All Crime and also 5th for ASB which is not included in the All Crime Figure because these are incidents rather than crimes.

	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	+8.3% 4170	5 th	6 th	Three Rivers	Watford
Burglary Dwelling	-10.1% 161	5 th	5 th	North Herts	Hertsmere
Vehicle Crime	-3.1% 444	7 th	10 th	North Herts	Watford
Violent Crime	+50.4% 1015	6 th	5 th	Three Rivers	Broxbourne
Criminal Damage	+0.5% 634	6 th	7 th	St. Albans	Stevenage
Anti-Social Behaviour	+6.3% 1853	5 th	5 th	Three Rivers	Stevenage

7 Anti-Social Behaviour

- 7.1 Reports of anti-social behaviour for the period up to the end of the second quarter are 6.3% higher than the same period last year. Anti-social behaviour is regularly discussed at the Community Safety Partnerships Joint Action Group (JAG) and the Anti-social behaviour Action Meeting and the rise in reports can be attributed to certain individuals, groups and specific incidents which are being managed.
- 7.2 There have been some extreme cases of anti-social behaviour during quarter 2 which have been complex and diverse in their nature and have required the Council to obtain 3 injunctions for racial abuse, neighbour nuisance and threats to harm.
- 7.3 The new legislation is being used and there have been Community Protection Notice warnings issued for: harassment; the inappropriate use of residents personal CCTV cameras that do not comply with the Information Commissioners requirement, and for a garden to be cleaned up.
- 7.4 'Silver Street' sessions continue to be delivered to our older and more vulnerable residents across the borough. These sessions deliver practical support and safety advice.
- 7.5 A corporate approach was agreed to dealing with rough sleepers which is to be led by the Resident Services Team who will co-ordinate the response and identify which services are required to be involved.

8 Quarter 3 – 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. In particular the use of Community Protection Notices and Public Space Protection Orders.
- Deliver 'Silver Street' meets
- Implement corporate rough sleeper procedures

9 Neighbourhood Action

- 9.1 Neighbourhood Actions annual resident consultation was launched in August and will end in October following the last of the public meetings, 3 of which took place in September.
- 9.2 In August, 'Love Your Neighbourhood' visited Tring and Silk Mill Community Centre where 19 service providers set up stalls and met local residents. The providers included Citizens Advice, General Practitioners, Children's Centre, local community groups, Herts Health Walks, Sunnyside Rural Trust and many more
- 9.3 Based on evidence the topics for the event were 'Love Your Health' and 'Love Your Future' and addressing isolation for older residents.
- 9.4 There were 81 attendees in the morning to the Love Your Neighbourhood sessions and the feedback from residents and service providers was very positive.
- 9.5 In the afternoon there were 37 older residents entertained by Youth Action Entertainers and 'Lets Dance' volunteers from the extremely popular sessions at the Old Town Hall. Following this session 31 of the 37 older residents signed up to joining the following organisations: -
- Lets Dance – 10
 - Age UK - 5
 - Women's Institute – 5
 - Community Transport – 4
 - Tring Day Club at Victoria Hall – 3
 - University of Third Age – 3
 - Community Action Dacorum – 1
- 9.6 Residents attending the day reported feeling the event made them feel connected, gave them the opportunity to meet new people and learn about what clubs were open to them and be entertained.
- 9.7 **Verge Hardening** – a further 44 parking spaces were completed this quarter bringing the total spaces provided by this project to 321 with further spaces to be completed in quarter 3 in Adeyfield (Everest Way) and Tring (Gamnel).

10. Quarter 3 2015-16 priorities for Neighbourhood Action: -

- 10.1 Deliver Bennetts End Love your Neighbourhood event in October.
- 10.2 Complete annual consultation for Neighbourhood Action and evaluate
- 10.3 Complete Neighbourhood Action meetings.
- 10.4 Complete Verge Hardening Project
- 10.5 Deliver Local Democracy event and competition

11. Adventure Playgrounds

- 11.1 This quarter saw 27,387 attendances at the playgrounds (mainstream). This includes a very busy summer programme with the highlight being National Playdays at each of the playgrounds.
- 11.2 All 4 playgrounds had record attendances at their National Playday events. The Mayor and Mayoress attended Grovehill playday and the Deputy Mayor and Mayoress attended Chaulden Playday and their visits were very much appreciated by staff who put so much into these events and the families who attend them.
- 11.3 The National Playdays saw the opportunity for children to experience a range of play opportunities and for families to experience the playgrounds together. No charges are made for the additional play equipment but funds are raised by additional optional stalls. Any funds raised go towards additional events for the playground and this summer saw a visit from a Farm and exotic animal encounters which the children thoroughly enjoyed.
- 11.4 Chaulden was the busiest of the playgrounds during this week with approximately 1400 people attending and enjoying the barbequed food and wide range of stalls as well as the inflatable equipment and Karaoke.
- 11.5 At Adeyfield playground a local National Citizens Service group worked with the playground to create a sensory garden for young children with special educational needs. The garden consisted of bright colours in the form of flowers and art, the flowers were also chosen for fragrance and wind chimes designed not only for sound but also for texture/ touch. Over 50 people took part in this project
- 11.6 Bennetts End playground held an alternative mini Olympics with wellie, discus and javelin throwing, the quickest time around the woods and an hilarious three legged race.
- 11.7 Attendances at the Youth Clubs were reduced as they are closed for 2 weeks over the summer and this time of year is quite for them. Youth Connexions youth sessions are also closed for the summer.
- 11.8 Work continues with Get Set Go Dacorum and Child UK who are delivering sports opportunities at the Youth Sessions and the

playgrounds are also offering dance classes as part of the Get Set Go programme.

11.9 Quarter 3 2015-16 priorities

11.10 Half Term holidays

11.11 Continue work with Get Set Go Dacorum

12 CCTV

12.1 The Community Control Centre continues to extend its remit and offer a service to a range of new customers. There have been a number of enquiries from external organisations regarding monitoring services.

12.2 This quarter has seen a number of visits to the Control Centre including a visit from the High Sheriff of Hertfordshire which they found informative and interesting.

12.3 A draft code of practice is ready for consultation with Dacorum Borough Council Services. This document reflects the Surveillance Commissioners statutory code of practice introduced in the Protection of Freedoms Act 2012. The draft Code of Practice will come to this committee for scrutiny.

12.4 The code aims to ensure that where there is use of overt surveillance cameras in a public space, their use is: in pursuit of a legitimate aim; necessary to meet a pressing need; proportionate; effective, and; compliant with any relevant legal obligations. The new code reflects these requirements and gives guidance on the process to consider new cameras as well as justifying and reviewing the need for existing ones.

12.5 During this quarter there have been 765 incidents captured and 8

12.6 7 requests for footage.

13 Quarter 3 2015/16 priorities CCTV: -

13.1 Consultation of Code of Practice

13.2 Increase customer base and income

14 Old Town Hall

14.1 This summer saw the return of the Look Out Pop Up family theatre in Gadebridge Park which was very popular with three of the 4 performances selling out and with picnic's offer at performances in partnership with the in house café concession.

- 14.2 The Old Town Hall is now home to Electric Umbrella Music Group - an all-encompassing music project for adults with learning disabilities, based in Hertfordshire.
- 14.3 Electric Umbrella works with professional musicians to offer weekly music sessions to adults with learning disabilities; to maximise participation, however complex and limiting their needs of the individual might be.
- 14.4 The Let's Dance initiative (dance and movement class for over 55's) which started in early 2014, has now been picked up for sponsorship by Get, Set Go Dacorum. Following funding to run a course of summer sessions. GSGD has now agreed to fund the weekly sessions at the Old Town Hall until May 2016.

15 Quarter 3 2015/16 priorities Old Town Hall

- 15.1 Deliver Arts Award in at local schools
- 15.2 Deliver a heavy autumn programme in the theatre and the cellar
- 15.3 Review Marketing Audit and develop strategy.