



AGENDA ITEM: 8

SUMMARY

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	18th March 2015
PART:	1
If Part II, reason:	

Title of report:	Resident Services quarter 3 performance report, 1/10/2014 to 31/12/2014
Contact:	Cllr Neil Harden, Portfolio Holder for Resident and Regulatory Services Author/Responsible Officer, Julie Still, Group Manager – Resident Services
Purpose of report:	(1) Monitoring and information
Recommendations	1) 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	As per Neighbourhood Delivery Service Plan
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 Fire and Rescue Service report April 14 to Jan 15

Housing and Community Overview and Scrutiny Quarter 3, 2014 – 2015

1 Introduction

1.1 This is the third quarter performance report for the Residents Services Group which forms part of the wider Neighbourhood Delivery service area and covers the period 1st October to 31st December 2014.

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, and Youth Democracy.

2.1 If there are any additional areas or reports for specific areas that members would like to see, please can they inform the Group Manager, Resident Services.

3 Quarter 3 Performance Report – CorVu

3.1 See Appendix A

4 Resident Services – 3rd 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 1/4/14 to 31/12/14 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 2014/15	Position in County (10 Districts)per 1000 population (2013/14)
All Crime	+14% 5474	6 th	6th
Burglary Dwelling	-0.5% 249	5 th	4th
Vehicle Crime	+18.3% 679	10 th	7th
Violent Crime	+48% 998	6 th	5th
Criminal Damage	-2% 875	7 th	8 th

Anti-Social Behaviour	-1.6% 2332	6 th	5 th
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5.2 As a result of recording procedures affecting some of the categories of crimes recorded by the police, it is now not possible to compare the affected categories with data from previous years as the datasets are quite different. This change has produced a marked increase in the recording of certain crimes which therefore has an impact on the All Crime category which is showing an increase of 14% when compared to the same period last year.

5.3 Of the Dacorum CSP priorities the following are affected by the changes in recording procedures: - All Crime and violent crime.

5.4 Therefore the other categories, (Burglary, Vehicle Crime, Criminal Damage and Anti-Social Behaviour) can legitimately be compared to previous years' data. On that basis the increase in vehicle crime is a genuine increase and investigation by the CSP identified the following as the reasons for this increase

- 1) A spate of thefts of petrol from vehicle petrol tanks across parts of Hemel Hempstead
- 2) Damage and interference caused to vehicles parked on footpaths in various parts of the borough.

5.5 Investigations into both of these resulted in arrests, but clearly the higher level of recorded incidents has affected the overall figures for the year so far.

5.6 Until we have a baseline established after the first year of collection of the new datasets (April 2015), the County position, Burglary, Vehicle Crime, Criminal Damage and ASB are the only datasets that we will be able to use in comparison with previous years' data.

5.7 Community Safety Partnership Joint Action Group Report (All Crime) for April 14 to Jan 15 attached at appendix B.

5.8 For members information a full performance report of the Fire and Rescue Service April 14 to Jan 15 is attached at appendix C. There is a borough wide reduction in incidents across Dacorum.

6 Anti-Social Behaviour

6.1 Reports of anti-social behaviour continue to be down 1.6% on the period for 2013/2014 however the trend is up over the last quarter and this is expected to continue. Figures for anti-social behaviour are not included in the all crime total.

- 6.2 October 2014 saw the introduction of the Anti-social Behaviour Crime and Police Act 2014 with the introduction of the Community Trigger with Dacorum Borough Council becoming the single point of contact for activating the trigger.
- 6.3 Following the implementation of the new legislation the Anti-social Behaviour Team used the Premises Closure power on 2 occasions to close down properties where the use of drugs and anti-social behaviour were causing concerns to local residents. Both tenancies related to the Premises Closure Orders have been terminated and the properties returned to the Council
- 6.4 Two suspended possession orders were obtained against perpetrators of anti-social behaviour and there are 5 further cases awaiting trial.
- 6.5 Following a number of reports anti-social behaviour in Gadebridge relating to a group of nuisance youths 13 Acceptable Behaviour Contracts' and 4 Anti-social Behaviour Order Notices were issued in partnership with the Safer Neighbourhood Team.

7 Quarter 4 – 2014/15 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 On 29th October at Woodhall Farm Community Centre there was a Harvest Festival which followed the previous highly successful 'Love Your Neighbourhood' events.
- 8.2 This project brought together a number of partners including the Dacorum Local Food Initiative, Worldshapers Children's Centre, Get Set Go Dacorum and Circle Anglia Housing Association in a fun packed day of pumpkin hunting, face painting, soup making (from locally sourced vegetables), bread baking, smoothie bike riding, apple pressing and lots of activities. Over 230 residents attended and 50 people signed up to join the Get Set Go Dacorum project.
- 8.3 In November members of the Highfield Neighbourhood Action group planted over 200 spring bulbs on a wet and rainy Sunday.
- 8.4 Over 400 residents were joined at five Neighbourhood Centres by their MP, 11 Ward Councillors, 3 County Councillors and Council officers to switch on Christmas lights
- 8.5 At Rossgate, Chaulden, Henry Wells Square, Queens Square and Stoneycroft all joined in with local choirs and schools joined together to

sing carols and at two of the centres, Father Christmas handed out presents to local children.

- 8.6 On Monday 15 December Neighbourhood Action Group members, Street Champions, Dacorum's Interfaith Network, Dacorum Town Twinning Association Council Officers and ward Councillors came together in at the annual social gathering to network and share their experiences from the last year.
- 8.7 Six primary schools took part in the Dacorum Christmas Card competition with 402 entries – the winner was from Boxmoor School and they were surprised in assembly by the Chief Executive who announced the winner and presented the prize. The winner and a runner up were invited to judge the staff Christmas jumper competition at the Council.
- 8.8 **Verge Hardening** – 3 areas were completed this quarter at Hobbs Hill Road, Old House Road and Candlefield Close resulting in 24 additional spaces.
- 8.9 Sunday 23rd November saw the Interfaith forum that is supported by Neighbourhood Action, hold an event at Adeyfield Community Centre to celebrate Interfaith '14. This event was a resounding success with 96 people attending from 13 different faiths/denominations and the day was packed with information and activities about the wide range of faiths. The interfaith group also held 3 meetings during this quarter which were supported by Neighbourhood Action.
- 8.10 **Youth Action Entertainers** performed at the Silver Sunday event in October and at Adeyfield Bingo Club in December and their performances were enjoyed by older residents of Dacorum
- 8.11 **Dacorum Youth Forum** had a busy quarter, they volunteered their time at the Food Bank to sort and store food and as they enjoyed it so much they returned to help with the high level of demand just before Christmas. Youth Forum members also visited Rice Close to talk with residents and were invited to talk to young visitors from Italy about volunteering opportunities in the UK.
- 8.12 The **Youth Local Democracy event** took place in October during European Local Democracy week. A mock election was held and 46 young people from the Youth Forum and secondary schools across Dacorum took part with the Leader of the Council and the Portfolio Holder for Resident and Regulatory Services in attendance.
- 8.13 Each participant was given a rosette on arrival to denote which group they would be working in. Groups decided their party names, manifesto and delivered a party presentation which was followed by a ballot. The winning party was 'Dacorum Youth' who were presented with their prizes and certificates by the Mayor.

9 Quarter 4 2014-15 priorities for Neighbourhood Action: -

- 9.1 Consultation and implementation of the restructure of the Neighbourhood Action Team
- 9.2 Deliver the 'Love Your Neighbourhood' event in Highfield 16th to 20th February 2015.
- 9.3 Continue with next stage of verge hardening project
- 9.4 Complete 10 play area refurbishments/improvements

10 Adventure Playgrounds

- 10.1 This quarter is the quietest of the year and includes the period where the playground is closed over Christmas. There was good attendance over this period with targets exceeded and attendance at the core service 14,720.
- 10.2 Community payback have been working at the Adventure Playgrounds on a range of needs from removing old structures to clearing wooded areas – this has become a regular function for Payback.
- 10.3 Youth Clubs continue to attract large numbers and attendance was 1355 for this period. The Youth Connexions sessions are also popular and attracting high numbers but work is ongoing to ensure that the offer to the young people is maximised but that the venues are respected.

11 CCTV

- 11.1 Following the move to the new Control Centre a review of the service and was undertaken and proposals for a new structure and rota were put to the officers as part of a consultation. Dependant on the response to the consultation it was expected the new arrangements would commence at the end of January 15.
- 11.2 The radio system is working well and managed 'Pub Watch' and Shopsafe in Hemel Hempstead town centre over the Christmas period.
- 11.3 During this quarter there have been 582 incidents captured and 69 requests for footage.

12 Quarter 4, priorities CCTV: -

- 12.1 Ongoing planning and implementation of code of practice
- 12.2 Development of CCTV/Community Control services

13 Old Town Hall

- 13.1 The first quarter attendance at the Old Town Hall reflects a very popular first season with attendances averaging 76%.
- 13.2 A marketing review has been completed and work has commenced on a Marketing Strategy which will be completed later this year when an action plan will be drafted followed by implementation.

13.3 The Lead Officer left the service at the end of December and we are in the process of recruiting to fill this post.