



Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	7 November 2018
PART:	1
If Part II, reason:	

Title of report:	Quarter 2 Performance Report – Children Services and Community Safety Partnership, Customer Services, The Old Town Hall and Community Partnerships
Contact:	Cllr Neil Harden, Portfolio Holder for Resident and Regulatory Services Author/Responsible Officers: Linda Roberts (Assistant Director – People, Performance and Innovation) Matt Rawdon (Group Manager – People) Joe Guiton (Community Safety and Children Team Leader) Sara Railson (Arts Team Leader) Alex Care (Community Partnerships Team Leader)
Purpose of report:	Monitoring and information
Recommendations	That Members note the report and identify any areas where they require additional information
Corporate objectives:	Building strong and vibrant communities Delivering an efficient and modern council
Implications:	<u>Financial</u> Within existing budgets
'Value For Money Implications'	<u>Value for Money</u> Services are regularly reviewed to ensure they are efficiently delivered and commercial opportunities are actively sought.
Risk Implications	None at this stage.
Equalities Implications	None at this stage.
Health And Safety Implications	None at this stage.
Consultees:	Service Team Leaders
Background papers:	Nil

1. Introduction

1.1 This paper will provide an update on service performance over Q2 2018/2019 and also highlight key achievements over this same period.

2. Performance Reports 18/19 – Quarter 2

2.1 Quarter 2 report - See appendix 2

3. 1st Quarter Achievements

3.1 The following achievements are a sample of the projects/work undertaken by this group of services during the quarter 2 in 2018/2019.

4 Children Services and Community Safety Partnership

4.1 The playground operational changes have been implemented and all appointments have been made within the new staffing structure. Staff training on safeguarding and playground structure safety will commence during the winter months.

4.2 Community Safety Partnerships – The five priorities, domestic abuse, violent crime, knife crime, ASB and drugs/alcohol have been set and work relating to these themes will continue to be monitored at the Responsible Officer Action Group (ROAG). Work is underway to streamline multi agency meetings to ensure the best use of time whilst improving attendance.

5 Old Town Hall

5.1 Hosted 34 private hires ranging from the ever popular Let's Dance (dance for older people) to a Dacorum Marketing event.

5.2 During the summer holidays we hosted the Herts Inclusive Theatre group summer school. Very popular for both participants and audiences.

5.3 The OTH was one of 68 studios around the county taking part in Herts Open Studios in September.

6. Customer Services

6.1 An operational review is underway of the service, some of the key areas being reviewed are: channel shift, operational staff structure, technology options, PIs, recruitment etc.

7. Community Partnerships

7.1 Everyone Active – Hemel refurbishment completed with excellent feedback, attendance at opening day and record signings for a refurbishment opening for EA.

7.2 Summer Grants Panel awarded total of £7,724 to 8 different community organisations.

7.3 M-ask programme - Most recent cohort started in September, with 9 participants regularly attending.

7.4 Colourful Minds - This is an arts / culture intervention aimed at supporting adults with low level mental health issues. The first cohort started in September with 10 participants attending (a full cohort)

7.5 Grovehill 'Love Your Neighbourhood' event: took place in August. 17 services attended and over 30 local residents attended (numbers possibly affected by the rain). Feedback from all was very positive about the networking and engagement opportunities.

7.6 Inflatable pop up events (including Lark in the Park): seven events were held. Typical attendance to the pop up events was approximately 100 people and the lark in the park attracted approximately 2500 people. The events appeared to be well received by our residents.