



AGENDA ITEM:

SUMMARY

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	6 March 2019
PART:	
If Part II, reason:	

Title of report:	Quarter 3 Performance Report – Children Services and Community Safety Partnership, Customer Services, The Old Town Hall, Communications 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) Kelvin Soley (Communications 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	Nil

papers:

1. Introduction

1.1 This paper will provide an update on service performance over Q3 2018/2019 and also highlight key achievements over this same period.

2. Performance Reports 18/19 – Quarter 3

2.1 Quarter 3 report - attached

3. Quarter 3 Achievements

5.1 The following achievements are a sample of the projects/work undertaken by this group of services during the quarter 3 in 2018/2019.

4 Children Services and Community Safety Partnership

4.1 Bookings for parties have increased mainly due to Saturday hires now available.

4.2 Youth club numbers have increased due to the operational change of them taking place Monday – Thursday at a different playground each night. The large wooden built structure at Grovehill/Woodhall Farm playground has been removed due to health and safety concerns and we are applying for S106 money to replace it.

4.3 The Community Safety Partnership team has submitted bids to the Police & Crime Commissioners fund for a project around gangs, knife crime, ASB, drug/alcohol and Domestic Abuse. This will involve working with junior and senior schools in the Borough.

4.4 Dacorum is now a ‘white ribbon’ accredited council and will are supporting the ‘16 days of action’ against domestic abuse.

5 The Old Town Hall

5.1 We had 86 Private hires in this quarter, which is higher than the previous two quarters.

5.2 Sell out performances of Kiki Dee, Rhod Gilbert, Griff Rhys Jones as well as a number of children’s theatre shows.

5.3 92% attendance for the family Christmas Shows.

5.4 The inaugural Old Town Hall Film festival – which looked at different film programme for a different audience.

6. Customer Services

6.1 To prepare for the CCG moving into the Forum the Call Centre moved to a temporary location in the Green Zone to allow for building works to take place.

6.2 Customer Service staff supported the organisation at the Careers Fair held at Shendish Manor.

6.3 Customer Service staff undertook training to prepare for the 'Go Live' of Universal Credit in the Borough.

7. Community Partnerships

7.1 Physical Activity and Sports Strategy was approved at Cabinet and the team is working with EA and key sports stakeholders to finalise the action plan.

7.2 Quarterly contract meetings were held for all VCS contracts.

7.3 Winter Community Grants panel award £34,610 to over 20 community groups.

7.4 Armed Forces Day preparations continue to progress, with bookings secured for stalls, events and catering.

7.5 Defence Employer Recognition Scheme Silver Award – work is underway to apply for the silver award after already being awarded the bronze award.

8. Communications

8.1 Staff Survey – 52% return. The team is analysing data to present to the leadership team. Next steps to assist with drafting an action plan.

8.2 Development of Recruitment Website – Website designers have been engaged and the first briefing session has commenced. The new modern approach will have featured videos promoting DBC as an employer of choice as well as attractive content selling staff benefits.

8.3 CCG Move – supporting the weekly messages to staff and assist with cultural change aspects of the project.