



Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	5 June 2019
PART:	
If Part II, reason:	

Title of report:	Quarter 4 Performance Report – Children Services and Community Safety Partnership, Customer Services, The Old Town Hall, Communications and Community Partnerships
Contact:	Cllr Julie Banks, Portfolio Holder for Resident and Regulatory Services Author/Responsible Officers: Linda Roberts (Assistant Director – People, Performance and Innovation) Matt Rawdon (Group Manager – People and Communities) 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 papers:	Nil
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1. Introduction

1.1 This paper will provide an update on service performance over Q4 2018/2019 and also highlight key achievements over this same period.

2. Performance Reports 18/19 – Quarter 4

2.1 Quarter 4 report - attached

3. Quarter 4 Achievements

5.1 The following achievements are a sample of the projects/work undertaken by this group of services during the quarter 4 in 2018/2019.

4 Children Services and Community Safety Partnership

4.1 New tills have been installed at all 4 playgrounds which has enabled them to take card payment, manage bookings and stock. A new approach to procuring refreshments for the tuck shops is being trialled, which we see all orders and deliveries through one single supplier, with an aim to reduce costs and staff time.

4.2 Youth club numbers are increasing due to the operational change of them taking place Monday – Thursday at a different playground each night.

4.3 The Community Safety Partnership team were unsuccessful in its bid to the Police & Crime Commissioners fund for a project around gangs, knife crime, ASB, drug/alcohol and Domestic Abuse. Following a county wide bid we have been allocated a St. Giles Trust SOS worker that we are sharing St. Albans. The SOS worker will be dealing with Children at risk of gang and knife crime. However, we have submitted another bid to the National Lottery of which we have passed the first stage.

5 The Old Town Hall

5.1 Total Attendance at the OTH this quarter (% of capacity) - we achieved 68%, which is really positive (national average being 64%)

5.2 The new Marketing and Communications Officer has made a very positive impact; we have recorded a 17% increase of facebook likes; an 88% increase in new email subscribers; 37% increase in unique opens to our emails and a 36% increase in website users.

5.3 We enjoyed sell out / near sell out performances for Lucy Porter, Mimi and The Mountain dragon, Wow it's Night Time (both kids performances) as well as Luke Jermay.

- 5.4 Highlights for the quarter include our Disabled Awareness Day on 16th March, Near sell out performance of Little Meerkat, an interactive (signed) performance for young people with special needs; a re-invigorated film and cellar Jazz programme, which has seen an uplift in figures. We hosted a performance of our older people dancing initiative by Re-ignite (a near capacity audience) with participants from the OTH hosted Let's Dance company.
- 5.5 We are currently out to market on our food and drink service with the intention to identify any providers that could improve our current refreshment offering and increase the income stream.

6. Customer Services

- 6.1 Building works completed in the Customer Services area on the ground floor and the Call Centre moved to its new location.
- 6.2. Worked with the CCG to ensure their transition into the Forum went smoothly, particularly around Reception and their visitors.
- 6.3 Introduced customer self-service kiosks at Berkhamsted Civic Centre and Tring Victoria Hall.
- 6.4 Customer Service Team achieved the Annual Staff Recognition Award for Team of the Year.
- 6.5 Worked with the Council Tax team to successfully manage the increase in customer contacts through annual billing.
- 6.6 Introduced a floor walker at the Forum to help staff self-service and avoid queuing for a face to face meeting.

7. Community Partnerships

- 7.1 Sports and Physical Activity Action Plan has been drafted and approved at a Project Board Meeting with key sports partners. Members will see the action plan and progress in July at the next scrutiny meeting.
- 7.2 Quarterly contract meetings were held for all VCS contracts.
- 7.3 The next Community Grants round is in progress and we are currently receiving applications. The annual awards evening was hosted by Dacorum, with over 70 people celebrating projects that had been delivered through the community grants scheme.
- 7.4 Armed Forces Day preparations continue to progress, with bookings secured for stalls, events and catering. The event will be held on Saturday 29 June and advertising is currently underway.

8. Communications

8.1 Communications support for projects such as White Ribbon Campaign, National Apprenticeships Week, Community Grants, Kylna Court (housing development), Magenta Court (housing development), CCG Move and Hemel Garden Communities.

8.2 Annual Staff Recognition Awards – managed and implemented the first annual staff recognition awards. This included 9 categories, with a mix of category nominations from the public, Members, Leadership team and staff. The awards were well received by all attendees and well-regarded by staff and the senior management team.

8.3 Council tax and business rates publication – successful re-design and implementation of new annual council tax and business rates literature, clearly explaining the different services and breakdown of costs for Dacorum Borough Council, Hertfordshire County Council and the Police and Crime Commissioner.

8.4 The team supported the budget deliberative event – on 19 January 2019

8.5 Members News – In March, the communications team has taken over the design and content for the weekly Members News. This has been well received by Members and allows us to provide important information alongside council news and events.