



**AGENDA ITEM:
SUMMARY**

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	4 September 2019
PART:	
If Part II, reason:	

Title of report:	Quarter 1 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

1. Introduction

1.1 This paper will provide an update on service performance over Q1 2019/2020 and also highlight key achievements over this same period.

2. Performance Reports 19/20 – Quarter 1

2.1 Quarter 1 report - attached

3. Quarter 1 Achievements - The following achievements are a sample of the projects/work undertaken by this group of services during the quarter 1 in 2019/2020.

4. Children Services and Community Safety Partnership

4.1 The Community Safety team has been working closely with Police on operations to target driving and drug offences. Vehicles were stopped on their way in to Hemel from the motorway which was very successful. A total of 130 vehicles were stopped during the six hour operation with a number of arrests and seized vehicles.

4.2 St. Giles Trust SOS worker is now taking referrals from organisations that have concerns regarding children that may be involved with gang and knife crime.

4.3 Adventure Playgrounds – Through approved s106 money new 3G sports pitches will be installed at Grovehill and an upgrade (size and surface) to Adeyfield existing pitch. This will make the facilities more attractive to sports clubs and visitors to the playgrounds.

5. The Old Town Hall

5.1 Delivered a week of events under the banner 'Space week'; our own celebration of the 50th anniversary of the moon landing. Performances, talks and workshops for families with good attendance.

5.2 Produced customer satisfaction for the quarter which showed the following: In terms of customers rating OTH events we achieved 95% positive rating; in terms of value for money we achieved 90% positive rating and for overall customer satisfaction we achieved 98.5%. Based on 146 respondents

5.3 Installed a new venue booking and management system which will help improve back office efficiency.

6. Customer Services

6.1 Procured electronic sign solution for the main reception in the Forum which will be implemented in October 2019.

6.2 Staff have carried out testing for new 'Chip and Pin' payment device to be able to go contactless later this year.

6.3 Continue to work closely with CCG to manage the increase in visitors to the building.

6.4 Successfully managed higher call volumes for the annual household enquiry form for electoral services.

7. Community Partnerships

7.1 First Pop Up event held in Reiths Field 29th May enjoyed by over 180 children and their families) and further Pop Ups to be held across the borough in Q2.

7.2 Armed Forces Day held on 29th June - well attended with some excellent feedback received from residents.

7.3 Progress has been made working with businesses and other partners across the borough for the preparation for the Herts Year of Culture 2020 – Presentation to Members on 4th September.

7.4 Community Grants Panel held in June 2019. Over £16,000 of grants awarded to community groups, some notable projects included: Dacorum Mencap - to assist them in their ROARing Event to help people connect and socialise, and Superheroes Ltd who will be running a project for young people to increase their awareness of others from different cultural backgrounds.

8. Communications

8.1 Communications support for external campaigns and projects such as the Henkel Outdoor Gym, Elections, Tring Swimming Pool, PSPOs, Armed Forces Day, RAF Halton Parade, Splash Park, Dacorum's Den, and Business Heroes Awards.

8.2 Communications support for internal communications projects such as the Herts Valley CCG move and New Normal programme alongside ongoing internal communication and staff engagement programmes.

8.3 Communications Team has been shortlisted as one of two finalists for the "Outstanding In-house Public Relations Team" award for the CIPR PRIDE Awards 2019. The Chartered Institute of Public Relations (CIPR) is the professional body for communications and PR professionals in the UK.