



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

Title of report:	Quarter 2 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	Nil

1. Introduction

1.1 This paper will provide an update on service performance over Q2 2019/2020 and also highlight key achievements over this same period.

2. Performance Reports 19/20 – Quarter 2

2.1 Quarter 2 report - attached

3. Quarter 2 Achievements - The following achievements are a sample of the projects/work undertaken by this group of services during the quarter 2 in 2019/2020.

4. Children Services and Community Safety Partnership

4.1 The Community Safety Team arranged two community safety partnership days. The days were arranged to allow the Community Safety Partnership to engage with residents of the borough to provide reassurance and update on what is undertaken to keep the communities of Dacorum safe. Partners attending included the Police, Fire and Rescue, Youth connexions, trading standards, everyone active plus others including several DBC departments. Free fire home safety checks were offered along with the opportunity to sign up to OWL (Online Watch Link). There was also an opportunity to register your home CCTV with the Neighbourhood Watch Team, so that they could map properties that have CCTV to assist Police in investigating crimes. Over the two days there were approximately 500 people who attended.

4.2 The project working alongside St Giles Trust has been very well received so far and referrals are being made by partner agencies. To date our SOS Officer has 8 referrals and is working to help and assist some of the most vulnerable young people within Dacorum, in relation to serious violence, organised crime and gang crime.

4.3 The national play days at the adventure playgrounds were successful with over 2000 people attending across the four sites over a three day period. We have 2 new youth sessions started on a Thursday evening at Chaulden Adventure Playground for children with special educational needs and their siblings in partnership with the Pupil premium Service.

5. The Old Town Hall

5.1 Produced customer satisfaction for the quarter which showed the following: In terms of customers rating OTH events we achieved 92% positive rating; in terms of value for money we achieved 93% positive rating and for overall customer satisfaction we achieved 94%. Based on 26 respondents. July and August are the building maintenance months, so live events are significantly less.

5.2 September we launched the new season of live performances but also delivered two relaxed screenings for the ROAR and Gateway clubs (affiliated with Mencap) plus a sold out performance of Griff Rhy Jones.

6. Customer Services

6.1 We successfully recruited a Customer Services Lead Officer and Apprentice.

6.3 Working with IT to ensure new payment kiosks are in place before March 2020 as current provider no longer supporting the existing payment machines.

6.4 Three members of the team are now First Aid trained which will assist with customer incidents.

6.5 Refurbished Berkhamsted Customer Services to make it more customer friendly.

7. Community Partnerships

7.1 Four inflatable pop-ups events were held over this period where we had a total of 606 children attend/register.

7.2 Last Cohort of the Mask programme finished July 2019 – 7 young people attending and all passed their Arts Awards.

7.3 Summer Community grants round ended in July in which £25,000 of grants were awarded.

7.4 We held a Herts Year of Culture Dacorum Information and Networking Event - 16th September at The Old Town Hall. There were 61 attendees with presentations from Nick Denham (HYOC2020 Programme Board), The Marlowes Centre, Hemel Hempstead Library and Community Partnerships Team with performances by Dacorum Community Dance.

7.5 Your Town Hemel 5K - Local residents turned up on Sunday 22nd September to run the streets of Hemel Hempstead to support what matters locally. The 'Your Town' initiative aims to encourage people to live healthy lives, get more engaged in their local community and make them proud of where they live. For our first ever event we had 116 registered runners who together raised £810 for DENS and Sunnyside Rural Trust. We are now looking to start planning another event for next year.

7.6 Active Dacorum - on July 18th, the Active Dacorum brand was launched. Both Facebook, Twitter pages and logos were created in order for Dacorum residents to find out about local events, sessions, activities and ways to be active in Dacorum.

8. Communications

8.1 Communications support for external campaigns and projects such as Dacorum's Den, Business Heroes Awards, Green Flags, Kings Langley Neighbourhood plan, PSPOs, Big Painting Challenge, Recycle Week, Your Town Run and new seating for Hemel Storm at Everyone Active Hemel Hempstead.

8.2 Communications support for internal communications projects such as the successful DBC/CCG staff networking event, alongside ongoing internal communication and staff engagement programmes.

8.3 Communications Team awarded brief to design the CCG Annual Report in August 2019.

8.4 Communications Team has been awarded silver for the "Outstanding In-house Public Relations Team" award for the CIPR PRIDE Awards in September 2019. The

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