



AGENDA ITEM:

SUMMARY

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	4 March 2020
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:	<p>Cllr Julie Banks, Portfolio Holder for Resident and Regulatory Services</p> <p>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) Tracy Lancashire (Customer Service Team Leader)</p>
Purpose of report:	Monitoring and information
Recommendations	That Members note the report and identify any areas where they require additional information
Corporate objectives:	<p>Building strong and vibrant communities</p> <p>Delivering an efficient and modern council</p>
Implications:	<p><u>Financial</u></p> <p>Within existing budgets</p>
'Value For Money Implications'	<p><u>Value for Money</u></p> <p>Services are regularly reviewed to ensure they are efficiently delivered and commercial opportunities are actively sought.</p>
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 Q3 2019/2020 and also highlight key achievements over this same period.

2. Performance Reports 19/20 – Quarter 3

2.1 Quarter 3 performance is detailed below. Members will note that overall performance is positive for quarter 3.

2.2 The adventure playground attendances do remain a slight concern though, as a number of play structures have been removed due to safety issues (recommended by annual audits). We are currently exploring s106 available money to replace with EN1176 compliant structures.

2.3 The customer service unit had a very positive quarter with all measureable targets being achieved. This is testament to the committed team and aligns with the fact that there has been very few staff vacancies during the quarter.

OSC Report - Housing & Community - Performance, People and Innovation Dec-2019						
Indicator Name	Results Dec-2019	Last Months Results Sep-19	Last Years Results Dec-18	RAG	Comments	Actions
Building Community Capacity - Empower local community action and delivery						
CYP01a - Number of children attending Adventure Playgrounds	4074 Attendances Info Only	11274 Attendances Info Only	3957 Attendances Info Only		Approver Comments: Attendances are low due to APG winter closure. However, increase from the same quarter last year.	No Info
Dacorum Delivers - Performance excellence						
CSU10 - Call Handling: Average wait time	234.33 Second(s) Target: 300 Second(s)	356.33 Second(s) Target: 300 Second(s)	263.33 Second(s) Target: 210 Second(s)	0 3 1	Approver Comments: KPI Met	No Info
CSU11 - Call Handling: Abandoned Call Rate	10.46% 2605 / 24913 Target: 20%	14.72% 4243 / 28819 Target: 20%	13.29% 3504 / 26363 Target: 20%	0 0 4	Approver Comments: KPI Met	No Info
CSU12 - Face to Face; Average Wait Time	179.67 Second(s) Target: 450 Second(s)	303 Second(s) Target: 450 Second(s)	296.33 Second(s) Target: 450 Second(s)	0 0 4	No Comments Approver Comments: KPI Met	No Info
Dacorum Delivers - Reputation and profile delivery						
CSU06 - Percentage of customers satisfied with service received from the Customer Service unit	100% 794 / 794 Target: 80%	99.91% 1076 / 1077 Target: 80%	98.99% 293 / 296 Target: 80%	0 0 4	Approver Comments: KPI Met	No Info

3. Quarter 3 Achievements

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

3.1 Children Services and Community Safety Partnership

- 3.1.1 The Community Safety Team incorporated the ASBAM (anti-social behaviour action meeting) into a newly formed Community Safety Action Group meeting. This move was essential in recognising the fact that Community Safety is no longer just about addressing issues surrounding anti-social behaviour. It was therefore necessary to create a group that was inclusive of concerns such as mental health, hoarding and modern slavery alongside anti-social behaviour. The aim of the group is to provide frontline officers from DBC and partner agencies a centralised platform to discuss their most complex cases on a monthly basis. It will include matters such as the challenges they are facing which may be obstructing them from progressing their cases. Solutions and actions can then be formulated as a group, sharing best practice, to address problems at the earliest opportunity. Key partners act as efficiently as possible, they are required to report back to the group on progress and communication with the customer is of paramount importance. There have currently been two meetings held in December and January, the feedback has been extremely positive from internal DBC staff and external partners.
- 3.1.2 Verge Hardening – Three planning application were submitted to provide additional parking at Elm Green, 13 spaces, Daggs Dell Road, 8 spaces and Gadebridge Road, 6 spaces. If successful, these schemes will be delivered in in quarter 4.
- 3.1.3 Tender for the supply and installation of a 3G pitch at Grovehill Adventure Playground, and extension to the existing ball court and change of surface to a 3G pitch at Adeyfield Adventure Playground has gone out to perspective bidders. This will enhance the facilities that we offer at the playgrounds for the children and income possibilities for private hire.

3.2 The Old Town Hall

- 3.2.1 The Old Town Hall team delivered 42 live performances, ranging from contemporary dance through to children's theatre. In addition, the venue facilitated 32 private hires. A total of 74 unique events across the 11 week season.
- 3.2.2 Customer satisfaction survey for the quarter showed the following results: In terms of customers rating OTH events, we achieved 95.1% positive rating (up 1.1% on 2018/19 Q3 results); in terms of value for money we achieved 94% positive rating (up 1% on 2018/19 Q3 results); and for overall customer satisfaction we achieved 97.8% (up 3.8% on 2018/19 Q3 results). Based on 183 respondents, which is an increase of 157 from 2018/19 Q3 respondents.
- 3.2.3 Highlights from the season included sold out performances of 3 of our children's theatre events and 3 comedy performances. We also delivered a 'relaxed' film screening for members of the Gateway club. In addition, the

OTH was one of only a handful of venues to screen 'Rattle Snake'. This open screening was part of the UN Day to Eliminate Violence Against Women. And to help raise awareness of the issue of coercive control.

- 3.2.4 The OTH was once again used as a location for TV Series Endeavour.
- 3.2.5 Working with Electric Umbrella - a collaboration of professional musicians and adults with learning disabilities to deliver a hugely successful performance of their 2019 show.

3.3 Customer Services

- 3.3.1 Installed the Signin App on Reception to allow visitors to sign in electronically and provide automatic notifications to officers via email. Badges provided to visitors display a photo, date of visit and who they visiting, improving security within the building.
- 3.3.2 Continue to work with IT to ensure new payment kiosks are in place before March 2020 as current provider no longer supporting the existing payment machines.
- 3.3.3 CSU supported the Electoral Registration team in the December Election.
- 3.3.4 Achieved all performance targets.

3.4 Community Partnerships

- 3.4.1 Colourful Minds (cohort 4) - 9 people attended, but only 4 completing that whole 12 week course. Course is aimed at those suffering with mental health problems such as anxiety. We are moving the programme from the evening to day time to hopefully enable more attendees to attend more consistently.
- 3.4.2 Christmas Lights – The team supported 6 Neighbourhood Centre Christmas light events.
- 3.4.3 Fun Palace (HYOC2020 pilot) - first partnership event with the library, involving 13 other community organisations and artists offering free activities through the day. The library reported that the visitor count reached 1,706 on the day! (It is usually 400-500).
- 3.4.4 Trestle Theatre, Herts Heroines research & development project for HYOC2020. Two workshops at Emma Rothschild and William Crook Housing Schemes and a performance in October involving 17 Supported Housing tenants whose stories were written up as a play script and performed at Trestle Theatre by professional actors. Four of the DBC tenants (2 of whom were over 90) attended the live performance. This supports a full project being developed this year for HYOC2020.
- 3.4.5 Funding success - £65k from Royal Opera House Bridge for the HCEP investment programme. Total funding and investment for the project is £145k. Project partners: DBC, Letchworth, Stevenage, Welwyn Hatfield, Watford Councils, West Herts College and Herts Uni. This will fund a needs analysis in partner areas, focusing on areas of deprivation to inform and develop a creative programme of projects/activity in each area for young people addressing identified needs.

- 3.4.6 Ashylns Junior parkrun was launched.
- 3.4.7 Active Together funding through The National Lottery and 'Awards For All' was successful, just under £10,000 to run x3 dance style sessions targeting older adults, working with Dacorum Community Dance.
- 3.4.8 Wellness Festival Funding bid was submitted in November in partnership with Apex and Herts Year of Culture. Waiting to hear outcome.

3.5 Communications

- 3.5.1 Communications support and delivery for external campaigns and projects such as Herts Year of Culture 2020, Old Civic Centre Consultation event, Everyone Active campaigns, Christmas Festival, PSPOs, Halloween and over 40 other campaigns and projects.
- 3.5.2 Delivered internal communications projects including the staff conference, staff recognition scheme, staff Christmas bring & share event and annual staff survey alongside ongoing internal communications and staff engagement programmes.
- 3.5.3 Designed and published the Dacorum Digest, Annual Report 2018/19, Corporate Plan and monthly Digital Digest. Additional design projects include campaign work for CCG, planning (PPA), Housing News and Views and the Tenant Academy.