



Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	3 June 2020
PART:	
If Part II, reason:	

Title of report:	Quarter 4 Performance Report – Children Services & 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) Tracy Lancashire (Customer Service 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

1. Introduction

1.1 This paper will provide an update on service performance over Q4 2019/2020 and also highlight key achievements over this same period.

2. Performance Reports 19/20 – Quarter 4

2.1 Quarter 4 performance is detailed below. Members will note that overall performance is mainly positive for quarter 4, but we have had some challenged in adventure playground attendances and call wait times within the customer service unit.

2.2 The adventure playground attendances do remain a concern though, as a number of play structures have been removed due to safety issues (recommended by annual audits). The tender for the supply and installation of new play equipment at Grovehill and Adeyfield Adventure Playgrounds have gone out to perspective bidders.

2.3 The customer service unit (CSU) had a positive quarter with three measureable targets being achieved. Quarter 4 is a busy period for the CSU which has resulted in the call wait times being over target.

OSC Report - Housing & Community - Performance, People and Innovation Mar-2020					
Indicator Name	Results Mar-2020	Last Months Results Dec-19	Last Years Results Mar-19	RAG	Comments
Building Community Capacity - Empower local community action and delivery					
CYP01a - Number of children attending Adventure Playgrounds	2102 Attendances Info Only	4074 Attendances Info Only	4674 Attendances Info Only	● ● ●	Updater Comments: Figures down due to winter closure and playground closures Approver Comments: The closure of playgrounds in March (19th) would have impacted these attendances figures. In addition to the closure of many wooden play structures due to health and safety concerns. We are in the process of utilising s106 money to replace play structures and add a 3g playing pitch, which should result in increased attendances.
Dacorum Delivers - Performance excellence					
CSU10 - Call Handling: Average wait time	325 Second(s) Target: 300 Second(s)	234.33 Second(s) Target: 300 Second(s)	318 Second(s) Target: 210 Second(s)	0 3 1	Approver Comments: This quarter is typically the busiest time for the CSU where most contact is made from residents (rent and council tax letters sent), similar results were seen in this quarter last year. Our staffing level was slightly down due to sickness which affected our performance.
CSU11 - Call Handling: Abandoned Call Rate	10.94% 3077 / 28131 Target: 20%	10.46% 2605 / 24913 Target: 20%	13.78% 4033 / 29258 Target: 20%	0 0 4	Approver Comments: KPI Achieved
CSU12 - Face to Face: Average Wait Time	203 Second(s) Target: 450 Second(s)	179.67 Second(s) Target: 450 Second(s)	218.67 Second(s) Target: 450 Second(s)	0 0 4	Approver Comments: KPI Achieved
Dacorum Delivers - Reputation and profile delivery					
CSU06 - Percentage of customers satisfied with service received from the Customer Service unit	100% 634 / 634 Target: 80%	100% 794 / 794 Target: 80%	99.25% 528 / 532 Target: 80%	0 0 4	Approver Comments: Target achieved.

3. Quarter 4 Achievements

The following achievements are a sample of the projects/work undertaken by this group of services during the quarter 4 in 2019/2020.

3.1 Children Services and Community Safety Partnership

- 3.1.1 The Community Safety Action Group, replacing ASBAM is now well embedded and continues on a monthly basis. Both internal DBC staff and external partners, are finding the group very useful as a centralised platform to seek advice and guidance.
- 3.1.2 The Community Safety Partnership have been successful in obtaining £5,000 from the Police and Crime Commissioners fund, this is in order to produce some Community Safety Partnership publications for the public. These will be in the form of a 6 monthly newsletter and an information booklet.
- 3.1.3 Verge Hardening – Completed schemes this quarter include: Elm Green, Dags Dell Road, West Field Road, Catkin Close and Nash Green. We are awaiting planning permission to be granted for Gadebridge Road.
- 3.1.4 The return tenders for the 3G sports pitches have been received and have been evaluated. The tender for the supply and installation of new play equipment at Grovehill and Adeyfield adventure playgrounds have gone out to perspective bidders.

3.2 The Old Town Hall

- 3.2.1 Prior to the closure of the Old Town Hall on Tuesday 17th March, due to the Coronavirus pandemic, The venue hosted 15 live performances and 7 film screenings, as well as 20 private hires. A total of 42 unique events across an 8 week season.
- 3.2.2 Highlights from the season included sold out performances of our 4 comedy shows, and 67% capacity across our 2 children's theatre shows. Overall, audiences for the Old Town Hall film programme are growing season on season.
- 3.2.3 Outside of mainstream films – the OTH continued the 'relaxed screening' partnership with the Gateway Club. Relaxed screenings differ from other films in that we adopt a lower sound and ambient lighting the auditorium especially suited for those living with autism, dementia or other neurodiversity needs. This season we also presented a new project under the Feminist Film Festival, an initiative which showcases short films from around the world written, directed and starring women.
- 3.2.4 The Old Town Hall partnered with local music promoter JuiceBox Live to promote young band nights in the Cellar Club. The inaugural gig on 12th March had a capacity crowd. Other dates were programmed through the summer. The project is aimed at giving young local musical talent a professional performance space in which to perform. The project is also aimed at encouraging other young local music promoters to become involved in the management of gig nights – booking, finance and PR and gain valuable hands on experience.

3.2.5 The Old Town Hall Customer Survey results: Quarter 4: The Old Town Hall sends surveys to all customers one day after attending the event. These surveys are made up of 11 questions in total covering topics ranging from customer service to venue satisfaction. Events covered by this survey would have taken place in either the Main Theatre or The Cellar Club. Below is a summary of the top three metrics used to help understand overall customer satisfaction (of 102 completed and returned surveys):

- Performance Rating = 93% favourable – (Good 8%, Very Good 33%, Excellent 52%)
- Value for Money Rating = 91% favourable – (Good 6%, Very Good 21%, Excellent 64%)
- Overall Customer Satisfaction = 98% favourable – (Good 22%, Excellent 76%)

3.3 Customer Services

- 3.3.1 Continue to work with IT and the new Payment Kiosk provider to replace the existing machines. Work not completed due to Covid-19.
- 3.3.2 Worked with IT to ensure more staff had the capability to work from home handling phone calls and emails. Achieved a fully mobile team.
- 3.3.3 Refresher training for all staff and joint working with Housing and Council Tax to ensure staff were ready for the increase in calls due to annual rent increase letters and Council Tax bills being sent out.
- 3.3.4 Mid-March started to work with Council Tax and Housing with the onset of financial issues customers were experiencing due to Covid-19

3.4 Community Partnerships

- 3.4.1 Hertfordshire Year of Culture 2020 – Selected highlights in this Q4 include:
- Three Chatter table monthly events, a talk or workshop using themes from the HYOC and then coffee and cake aimed at decreasing loneliness in older people,
 - Dance Reignite (partner project): 31 older adults from Dacorum attended the festival at Watford Colosseum on 8th March, including tenants from Supported Housing Schemes. The festival celebrates dance for and by people aged over 55 with workshops and performances.
 - Dance Reignite (partner project): Dance Artists workshops – 3 Dacorum dance practitioners took part in 2 professional training courses to support their work delivering dance to older adults.
 - Received locality budget funding for Grovehill Subway Art Project, which is now ready to go ahead as soon as Covid-19 restrictions allow.

3.4.2 Sports and Physical Wellbeing activities – Highlights in this Q4 include:

- Wellness festival funding successful (in partnership with Apex) £9,888 awarded from Awards for All. Original festival date provisionally moved to August due to Covid-19.
- Delivery of Your Town activity sessions with CF at Primary Schools in HH and Berkhamsted, so far we have engaged with 221 children through this project
- New partnership with Ridgeway Nordic Walking with x3 courses running however had to stop due to Covid-19.
- January Shape-Up weight management course run by Watford FC Trust
- Supported the launch of the Whole Systems Obesity Programme for Hertfordshire including Districts and Borough Councils, the Clinical Commissioning Groups, the University of Hertfordshire and the County Council. Looking to address obesity across Hertfordshire.
- Corporate Health and Wellbeing Group re-established with a number of internal and external partners attending

3.5 Communications

- 3.5.1 External communications – support and delivery on external campaigns and projects such as the Civic Zone regeneration site (public consultation event), the local plan, launch of new recruitment website, environmental service campaigns (fly-tipping, prosecution cases, PSPOs), SW Herts Joint Strategic Plan (public survey), National Apprenticeships Week, multi-storey car park and the annual budget deliberative event (public consultation event).
- 3.5.2 Internal communications – support and delivery on internal campaigns and projects including the Annual Staff Recognition Awards (ceremony postponed due to Covid-19), financial year-end campaign and launch of DBC recruitment website to staff, alongside ongoing internal communications and staff engagement programmes.
- 3.5.3 Designed and published the annual council tax and business rates leaflets, monthly Digital Digest and weekly Members News. Additional design projects include campaign work for the Growth and Infrastructure Strategy to 2050, Housing newsletters (Homelessness and Private Sector) and campaign branding for several service campaigns such as bereavement services, community partnerships, SPAR and Human Resources.