



Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	9 September 2020
PART:	
If Part II, reason:	

Title of report:	Quarter 1 Performance Report – Children Services & Community Safety Partnership, Customer Services, The Old Town Hall, Communications and Community Partnerships
Contact:	Cllr Julie Banks, Portfolio Holder for Community 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 Q1 2020/2021 and also highlight key achievements over this same period.

2. Performance Reports 2020/21 – Quarter 1

2.1 Quarter 1 performance is detailed below. Members will note that overall performance is positive for quarter 1. Clearly some data is not available for this quarter due to the service not being available during pandemic.

2.2 The Customer Service Unit (CSU) had a positive quarter with three measureable targets being achieved. We were able to mobilise our staff quickly to receive calls from home, which enabled all operators to focus efforts solely on phone calls. This resulted in the team being able to keep the wait times down and achieve the targets. The decision last year to introduce part home working for our CSU workforce has helped the team deal with responding to the crisis.

OSC Report - Housing & Community - Performance, People and Innovation Jun-2020					
Indicator Name	Results Jun-2020	Last Months Results Mar-20	Last Years Results Jun-19	RAG	Comments
Building Community Capacity - Empower local community action and delivery					
CYP01a - Number of children attending Adventure Playgrounds	No Data Info Only	2102 Attendances Info Only	10155 Attendances Info Only		Approver Comments: The APGs have been closed during this period due to CV-19 guidance.
Dacorum Delivers - Performance excellence					
CSU10 - Call Handling: Average wait time	79.33 Second(s) Target: 300 Second(s)	325 Second(s) Target: 300 Second(s)	314.33 Second(s) Target: 300 Second(s)	0 2 2	Approver Comments: KPI Achieved.
CSU11 - Call Handling: Abandoned Call Rate	3.28% 640 / 19498 Target: 20%	10.94% 3077 / 28131 Target: 20%	12.52% 3528 / 28174 Target: 20%	0 0 4	Approver Comments: KPI Achieved.
CSU12 - Face to Face; Average Wait Time	0 Second(s) Target: 450 Second(s)	203 Second(s) Target: 450 Second(s)	195 Second(s) Target: 450 Second(s)	0 0 4	Approver Comments: No face to face meetings during the lockdown period.
Dacorum Delivers - Reputation and profile delivery					
CSU06 - Percentage of customers satisfied with service received from the Customer Service unit	99.87% 1489 / 1491 Target: 80%	100% 634 / 634 Target: 80%	99.76% 2530 / 2536 Target: 80%	0 0 4	Approver Comments: KPI Achieved

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 2020/2021.

3.1 Children Services and Community Safety Partnership

- 3.1.1 The Community Safety Team made 275 food parcel deliveries to households in the borough and supported 3 charities with over 150 parcels, Hospice of St Francis, Age Dacorum and The South Hill Centre, during the Coronavirus Pandemic.
- 3.1.2 The Adventure Playground staff were redeployed to assist with the contacting, cleaning and sanitising of Elderly Person Dwellings.
- 3.1.3 Staff from the community safety team were also redeployed to support the council's post room.
- 3.1.4 The works to install the new 3G pitch will commence in September.
- 3.1.5 The community safety public meeting was postponed due to Covid-19 and has been re-arranged for the autumn.
- 3.1.6 We have had additional pressure on the service due to Domestic Abuse approaches (victims and perpetrators). Data from Families first shows that last year in a 7 week snapshot (first quarter) there were 40 new reports of Domestic Abuse.

3.2 The Old Town Hall

- 3.2.1 Due to the Coronavirus pandemic – the Old Town Hall along with all other arts and entertainment venues in England closed its doors on Tuesday 17th March 2020. For 8 weeks the building was locked to both staff and public alike.
- 3.2.2 When staff were allowed back into the building in May the following works to the building were achieved:
 - Completion of an essential water quality test following the re-opening of the building.
 - The installation of the new theatre seating went ahead.
 - The Old Town Hall roof (above the auditorium) fixed the water ingress issue. Scaffolding has gone up front and back of the building to get urgent roofing works done.
 - Monthly water temperature checks and Legionella testing. Old Town Hall technician conducts weekly tests – Orion water engineers conduct monthly checks
 - Replacement of water heater in the Cellar – Orion engineers / Building
 - Installation of new dosing point on second main water tap.
 - Removal of theatre tabs (curtains) for cleaning and application of Fire Retardant – in line with HSE regulations.
 - Removal of pigeons and guava from roof void above the Gallery bar / café
 - Replacement of broken radiator
 - Replacement of broken window that looks out onto the High Street

- In addition our cleaning staff are engaged in full and robust programme of 'deep cleans' in all areas of the building.

3.3 Customer Services Unit (CSU)

- 3.3.1 All staff are working from home – our response to phone call enquiries has not been negatively impacted by the closure of the Forum. All KPI's met for telephone call response.
- 3.3.2 Worked with all service areas to amend processes due to no face to face provision available to ensure there was as little negative impact to customers as possible.
- 3.3.3 Carried out over 7,500 outbound calls to vulnerable residents on behalf of Hertfordshire County Council to offer support during lockdown. Undertook this exercise twice in the quarter.
- 3.3.4 Worked with Electoral Registration to prepare for the Annual canvass.
- 3.3.5 Worked with Pest Control to prepare for the transfer of Pest Control calls to the Customer Service unit from August.
- 3.3.6 Discussions with the Food Safety team for the CSU to assist with making outbound calls to premises throughout July in line with their opening and COVID-19 guidelines.

3.4 Community Partnerships

- 3.4.1 Hertfordshire Year of Culture 2020 – Selected highlights in this Q1 include:
 - VE day at home – worked with Mayor's Secretary to put together a celebrate at home package online
 - Three online campaigns – 64 millions artists Creative Challenges, Creativity and Wellbeing week, and Mental Health awareness week in May
 - #TAG dance intergenerational partner project – successful with Arts Council England emergency funding to adapt project as an online offer. Delivered and completed community dance workshops and a film showing on the Town Centre Screen.
 - Herts Cultural Education Partnership (HCEP) Investment programme for young people – needs analysis research report completed and published.
- 3.4.2 Sports and Physical Wellbeing activities – Highlights in this Q1 include:
 - Active Dacorum Hub at Cupid Green Playing Fields – signage completed and work ongoing for launch / opening of the hub and the wellness festival.
 - Confirmed Tennis Courts resurfacing
 - Set up Football Working Group, working with DBC colleagues, Herts FA, the Football Foundation and DSN.
 - Continued planning for the Your Town event in October

- Where possible planned physical activities have been moved to appropriate online versions.

3.4.3 Healthy Hub

- The Healthy Hub Dacorum (public health funding) has recently launched as a one stop shop for residents, aiming to provide guidance on the services that will support your health and wellbeing needs.
- As we are expected to run virtually until 2021, recently the Healthy Hub has introduced an online enquiry form on our website for our clients to get in contact.
- Seeing growth within our social media platforms as we start to promote ourselves and our partners to Dacorum residents through Facebook and Twitter.
- Whilst we transition out of lockdown, we are also developing partnerships to create physical centres within Hemel Hempstead, Tring and Berkhamsted, which will allow us to provide face to face support albeit in a safe environment.

3.4.4 VE Day events on 8th May were limited by lockdown, but our team worked with communications and the Mayors team to publicise ways of celebrating VE Day safely, with decorations, a toast, singing 'We'll meet again' and watching a plane fly over Dacorum with a VE Day banner.

3.4.5 The Armed Forces Day event in Gadebridge Park that was intended to be held on June 27th 2020 was postponed until June 2021. A tribute to the Armed Forces was created on-line, using the portraits and stories of four Dacorum residents who support the armed forces. In addition to this, there was a raising of the Armed Forces Day flag at The Forum to mark the start of Armed Forces Week and Cllr Julie Banks, Armed Forces Covenant Champion, arranged for war memorials to be cleaned.

3.5 Communications

3.5.1 External communications – support and delivery on external campaigns and projects such as VE Day 75, Armed Forces Day, A41 Spring Clean, Hertfordshire Year of Culture 2020, Annual Canvass, EU Settlement Scheme, 'You are not alone (domestic violence) campaign' and Hemel Garden Communities.

3.5.2 Internal communications – design and implementation of internal campaigns and projects including the launch of a 'Covid-19 Information Hub on the intranet, Covid-19: Staff Health and Wellbeing Survey, launch of the new HR system (iTrent), Staff WhatsApp group promotion (over 330 staff signed-up) and ongoing internal communications and staff engagement programmes. Results from the Covid-19 staff survey showed that only 13% (344 respondents) of staff felt that they had not been kept up to date on Covid-19 developments.

3.5.3 Covid-19 Communications support – Ongoing support during the Covid-19 pandemic. This includes dedicated campaigns including the various grant schemes and discretionary grant fund, public information campaigns from the Cabinet Office and Public Health England and service specific campaigns and updates.