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| Report for: | Housing and Community Overview & Scrutiny |
| Date of meeting: | 4 November 2020 |
| PART: | |
| If Part II, reason: | |

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|--------------------------------|---|
| Title of report: | Quarter 2 Performance Report – Children Services & Community Safety Partnership, Customer Services, The Old Town Hall, Communications and Community Partnerships |
| Contact: | <p>Cllr Julie Banks, Portfolio Holder for Community 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: | 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 Q2 2020/2021 and also highlight key achievements over this same period.

2. Performance Reports 2020/21 – Quarter 2

2.1 Quarter 2 performance is detailed below. Members will note that overall performance is positive for quarter 2. Some data is not available for this quarter due to the service not being available during the pandemic.

2.2 The Customer Service Unit (CSU) had a positive quarter with all measureable targets being achieved. We adapted our service to ensure pre-booked appointments were available for customers from July who were unable to transact via telephone, email or online.

| OSC Report - Housing & Community - Performance, People and Innovation Sep-2020 | | | | | | |
|--|--|--|---|---|--|---------|
| Indicator Name | Results Sep-2020 | Last Months Results Jun-20 | Last Years Results Sep-19 | RAG | Comments | Actions |
| Building Community Capacity - Empower local community action and delivery | | | | | | |
| CYP01a - Number of children attending Adventure Playgrounds | 2158 Attendances Info Only | No Data Info Only | 11274 Attendances Info Only | ● ● ● | Approver Comments: Covid-19 has resulted in a significant reduction in numbers attending the adventure playgrounds. There were less activities and national play days due to the pandemic. The playgrounds were also shut for part of quarter 2 (re-opened 20 July). | No Info |
| Dacorum Delivers - Performance excellence | | | | | | |
| CSU10 - Call Handling: Average wait time | 138 Second(s) Target: 300 Second(s) | 79.33 Second(s) Target: 300 Second(s) | 356.33 Second(s) Target: 300 Second(s) | 0 1 3 | Approver Comments: Target Achieved. | No Info |
| CSU11 - Call Handling: Abandoned Call Rate | 6.4% 1678 / 26224 Target: 20% | 3.28% 640 / 19498 Target: 20% | 14.72% 4243 / 28819 Target: 20% | 0 0 4 | Approver Comments: Target Achieved. | No Info |
| CSU12 - Face to Face; Average Wait Time | 0 Second(s) Target: 450 Second(s) | 0 Second(s) Target: 450 Second(s) | 303 Second(s) Target: 450 Second(s) | 0 0 4 | Approver Comments: No face to face appointments due to CV-19. | No Info |
| Dacorum Delivers - Reputation and profile delivery | | | | | | |
| CSU06 - Percentage of customers satisfied with service received from the Customer Service unit | 96.9% 1094 / 1129 Target: 80% | 99.87% 1489 / 1491 Target: 80% | 99.91% 1076 / 1077 Target: 80% | 0 0 4 | Approver Comments: Target Achieved. | No Info |

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 2020/2021.

3.1 Children Services and Community Safety Partnership

- 3.1.1 The Community Safety Team has continued to support charities with food donations and is in the process of working with Herts County Council on the DEFRA grant for food banks. Assisted Environmental Health delivering Covid – 19 advice letters to businesses in Dacorum.
- 3.1.2 The Community Safety Partnership joint action plan was in the draft phase during this period and will be presented by Dacorum/Police/Fire at the public meeting on 21 October.
- 3.1.3 The Adventure Playgrounds managed to re-open Covid-19 safe sites for the summer holidays and had over 2000 children in for that period.
- 3.1.4 Verge Hardening has been very busy with consultations and Planning Permission. Cromer Close, Little Gaddesden and Reynolds Close, Gadebridge are at the resident consultation stage. We have 6 planning application in for Hasedines Road, Warners End, Great Heart, Highfield, East Flint, Chaulden, Wheelers Lane, Cornerhall, Fallowfield Walk, Gadebridge and Brickmakers Lane, Leverstock Green.

3.2 The Old Town Hall

- 3.2.1 Work was undertaken during this quarter to explore the possibilities of what services/events the OTH could put on whilst complying with Covid-19 guidelines. This was detailed in a report which was presented in this last committee meeting.
- 3.2.2 A decision was taken by Cabinet in September 2020 to temporarily close the Old Town Hall due to the Coronavirus pandemic.
- 3.2.3 Staff are being temporarily deployed in other areas of the Council.

3.3 Customer Services Unit (CSU)

- 3.3.1 Staff continue to work from home and all KPI's met for telephone call response.
- 3.3.2 Adapted service to ensure pre booked appointments were available for customers from July who were unable to transact via telephone, email or online.
- 3.3.3 Upgraded Netcall telephony system to incorporate a rota/shift module to assist with the ever changing staffing requirements to manage customer demand through the Pandemic.
- 3.3.4 Supported staff to manage during these difficult times by allowing more than normal volumes to attend training/well-being support sessions being held within DBC.

3.4 Community Partnerships

Hertfordshire Year of Culture 2020 – Selected highlights in this Q2 include:

- First short film for the Community Dance project was recorded and shown on the big screen in Hemel Town Centre
- Lockdown Art Exhibition in Marlowes saw a total of 1585 visitors over August
- A subway between Grovehill and Highfield (off Cambrian Way) was being painted by a local street artist and the design included positive words and messages from the pupils at Hammond Academy School, which is next to the subway and used by a lot of the pupils and their families.
- Radio interviews about HYOC and specific projects with Radio Dacorum and BBC 3 counties radio.
- Virtual Wellness Festival held on 22nd August in which 7 activities were given virtually and remain available on our YouTube Channel. These have reached over 455 people so far.

3.4.2 Sports and Physical Wellbeing activities – Highlights in this Q2 include:

- Active Dacorum Hub VIP opening held in August to launch the opening of building, along with the Wellness Festival which ran the same weekend as the opening.
- Bookings have started to take place at the Active Dacorum Hub following VIP Opening
- Tennis/Netball Court resurfacing complete, lines to be painted in spring 2021
- Continued planning for the Your Town event in October with just over 50 tickets sold
- Dacorum Sporting Chance project ran with approx. 18 participant across Summer Programme working with HSP and Warriors Boxing Club
- Active Local project consultation began in September with HSP and Grovehill
- Fun in the Sun events postponed till next year due to Covid-19

3.4.3 Community Grants (Summer Round) - We received 15 applications and 11 were successful in their funding bid.

3.5 Communications

3.5.1 External communications (across all channels) – we have delivered on external PR campaigns and projects such as the local plan; Hemel Garden Communities; housing (land acquired for affordable housing at Paradise Fields); new Chief Executive appointment; virtual wellness festival; Local Government Reform; annual canvass; lockdown art exhibition; prosecutions (PSPO, anti-social behaviour and fly-tipping); White bridge restoration; Active Dacorum Hub launch; Great British September Clean and virtual fun palace.

| Marketing Analytics - Top posts | | | | | |
|---------------------------------|-------|--------|-------|----------|--|
| Top 5 posts/campaigns by clicks | | | | | |
| Account | Reach | Shares | Likes | Comments | Campaign |
| Dacorum Facebook (@dacorum) | 14994 | 74 | 147 | 25 | Sustainability Survey |
| Dacorum Facebook (@dacorum) | 7079 | 21 | 25 | 27 | LEP: Junction 8 of M1 |
| Dacorum Facebook (@dacorum) | 4764 | 7 | 7 | 4 | Recycling |
| Dacorum Facebook (@dacorum) | 3996 | 7 | 10 | 6 | Covid-19 updates and guidance (general) |
| Dacorum Facebook (@dacorum) | 2637 | 2 | 4 | 4 | Prosecution: fly-tipping |
| Top 5 posts/campaigns by reach | | | | | |
| Account | Reach | Shares | Likes | Comments | Campaign |
| Dacorum Twitter (@DacorumBC) | 48913 | 2 | 8 | 1 | Great British September Clean |
| Dacorum Twitter (@DacorumBC) | 48631 | 2 | 6 | 1 | Join a local litter pick campaign |
| Dacorum Facebook (@dacorum) | 45323 | 66 | 42 | 136 | Climate emergency: severe weather impact |
| Dacorum Facebook (@dacorum) | 30276 | 279 | 16 | 34 | Covid-19: rise in cases comms |
| Dacorum Twitter (@DacorumBC) | 26300 | 5 | 3 | 0 | Great British September Clean |

| Website analytics – July to September 2020 | | |
|---|---|---|
| Most viewed pages | Page views | Unique page views |
| | 1,085,717 % of Total: (100%) | 776,032 % of Total: (100%) |
| 1. Council Services – Payment Portal | 119,192 (10.98%) | 52,497 (6.76%) |
| 2. Dacorum Borough Council Home Page | 119,139 (9.96%) | 85,652 (11.04%) |
| 3. Search planning applications | 49,849 (4.59%) | 38,127 (4.91%) |
| 4. Search Dacorum Borough Council | 49,106 (4.52%) | 36,599 (4.72%) |
| 5. My Bin Collections | 48,016 (4.42%) | 20,580 (2.65%) |
| 6. Payment summary – payment portal | 36,756 (3.39%) | 26,172 (3.37%) |
| 7. Transaction complete – payment portal | 32,211 (2.97%) | 29,439 (3.79%) |
| 8. Complete you shopping – payment portal | 31,992 (2.95%) | 25,912 (3.34%) |
| 9. Rent | 27,134 (2.50%) | 22,153 (2.85%) |
| 10. When are my bins collected | 23,477 (2.16%) | 19,975 (2.57%) |

- 3.5.2 Internal communications – design and implementation of internal campaigns and projects including the Virtual Staff Update Session in July (attended by COG, Leader of the Council and 328 staff), 22 internal campaigns (Learning @ work week; information campaigns and working safely in the Forum etc.).
- 3.5.3 Publications and design – content management, design and delivery of the Dacorum Digest and Annual Report (delivered to 61,000 households); three issues of Digital Digest (11,000+ subscribers), 12 issues of Members News; design of CCG’s annual report.
- 3.5.4 Covid-19 Communications – Ongoing support during the Covid-19 pandemic. This includes dedicated campaigns such as Test and Trace App launch; self-isolation guidance; public information campaigns from the Cabinet Office; public health campaigns from Public Health England and service specific campaigns and updates from DBC services.