



AGENDA ITEM:

Report for:	Community Overview & Scrutiny
Date of meeting:	1 September 2021
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: Mark Gaynor (Director – Housing and Regeneration) Linda Roberts (Assistant Director – People, Performance and Innovation) Layna Warden (Group Manager – Communities) Matt Rawdon (Group Manager – People) Joe Guiton (Community Safety and Children services Team Leader) Sara Railson (Arts Team Leader) Alex Care (Community Partnerships and Wellbeing 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 2021/2022 and also highlight key achievements over this same period.

2. Performance Reports 2021/22 – Quarter 1

2.1 Quarter 1 performance is detailed below. Members will note that overall performance is positive for quarter 1. 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.

Indicator Name	Results Jun-2021	Last Months Results Mar-21	Last Years Results Jun-20	RAG	Comments	Actions
Dacorum Delivers - Performance excellence						
CSU10 - Call Handling: Average wait time	236.67 Second(s) Target: 300 Second(s)	150.33 Second(s) Target: 300 Second(s)	79.33 Second(s) Target: 300 Second(s)	0 0 4	Approver Comments: KPI Achieved	No Info
CSU11 - Call Handling: Abandoned Call Rate	11.42% 3418 / 29923 Target: 20%	6.73% 1835 / 27255 Target: 20%	3.28% 640 / 19498 Target: 20%	0 0 4	Approver Comments: KPI Achieved	No Info
CSU12 - Face to Face; Average Wait Time	No Data Target: 450 Second(s)	No Data Target: 450 Second(s)	0 Second(s) Target: 450 Second(s)	0 0 2	Approver Comments: No face to face drop in appointments.	No Info
Dacorum Delivers - Reputation and profile delivery						
CSU06 - Percentage of customers satisfied with service received from the Customer Service unit	99.81% 4692 / 4701 Target: 80%	99.85% 4713 / 4720 Target: 80%	99.87% 1489 / 1491 Target: 80%	0 0 4	Approver Comments: KPI Achieved	No Info
Building Community Capacity - Empower local community action and delivery						
CYP01a - Number of children attending Adventure Playgrounds	0 Attendances Info Only	0 Attendances Info Only	No Data Info Only		No Comments	Will start preparing for possible opening for summer holidays

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 The Old Town Hall

- 3.1.1 The Old Town Hall along with all other theatres in the country remained closed to the public in line with government guidelines. However, under Covid safety procedures, the building re-opened in May and June to host film productions by Netflix and BBC Films.
- 3.1.2 Recruitment has been completed at the Old Town Hall. Operations Lead officer as well as the Arts Administrative Officer post – two key roles in ensuring that the Old Town Hall is ready for the new season of events.
- 3.1.3 The Old Town Hall team has prepared a short programme of outdoor summer events including a children theatre performance in Gadebridge Park and two comedy events managed by the old Town Hall but delivered at the Olde Kings Arms in the Old High Street. Indoor performances will commence in the Autumn.

3.2 Customer Services Unit (CSU)

- 3.2.1 Call Centre Staff continue to work from home and all KPI's met for telephone call response.
- 3.2.2 Covering Reception at the Forum and offering essential face to face pre booked appointments for those unable to transact via another channel.
- 3.2.3 2 members of the team retired, continuing to train newer members of the team to ensure the service is covered.
- 3.2.4 Supported the Electoral Registration team in Elections

3.3 Communications

- 3.3.1 External communications (across all channels) – we have delivered on external PR campaigns and projects such as the Local Plan; reusable nappies campaign; refurbished tennis and netball courts in Grovehill; Mountbatten View housing development; LoyalFree app launch; free compost giveaway; elections (May 2021); virtual wellness festival; biodiversity day and free seed giveaway; pride month; National Model Design Code pilot; Armed Forces Day; launched our new Instagram channel; and Dacorum becoming the first silver level carbon literate borough council.
- 3.3.2 Internal communications – design and implementation of internal campaigns and projects including the Staff Update Session in June 2021 (attended by SLT and 200+ staff); Learning at Work Week; Mental Health Awareness Week; New Ways of Working Survey (399 responses); and launched the LGBTQ+ Allies Scheme. Ran 40 internal campaigns (service information campaigns and COVID-specific campaigns and messaging); and issued six IMT information cascades for Managers of People.

3.3.3 Publications and design – content management, design and delivery of 12 issues of Digital Digest, now rebranded as Dacorum Life (11,600+ subscribers), 12 issues of Members News; Members directory to SLT and CLT; and launched the new print version of Dacorum Life, issued to every household in the borough by Royal Mail.

3.3.4 Covid-19 Communications – Ongoing support during the Covid-19 pandemic. This includes dedicated campaigns such as free rapid testing; funding and grant schemes; self-isolation guidance; vaccination programme (various stages); and public information campaigns from the Cabinet Office; public health campaigns from Public Health England and Local Resilience Forum; and service specific campaigns and updates from DBC services.

3.5.5 Social media and website statistics

Dacorum Facebook – April to June 2021

Connections – 9,324 (increase of 242 on Q4 2020/21)

Link clicks – 9,018 (increase of 2,500 on Q4 2020/21)

Messages sent - 387 (increase of 69 on Q4 2020/21)

Dacorum Twitter – April to June 2021

Connections – 8,579 (increase of 49 on Q4 2020/21)

Link clicks – 2,518 (increase of 884 on Q4 2020/21)

Messages sent - 368 (increase of 50 from Q4 2020/21)

Marketing Analytics - Top posts					
Top 5 posts/campaigns by clicks/shares					
Account	Reach	Shares	Likes	Comments	Campaign
Dacorum Facebook (@dacorum)	25934	95	70	88	Reopening of Gadebridge Splash Park
Dacorum Facebook (@dacorum)	6747	23	10	2	Walk-in vaccination clinics
Dacorum Facebook (@dacorum)	2480	4	3	7	Hertfordshire County Council election results
Dacorum Facebook (@dacorum)	7147	6	15	42	We have received planning approval to build new homes in Paradise Fields, Hemel Hempstead
Dacorum Facebook (@dacorum)	6841	21	37	9	#BiodiversityDay next week we'll be running a FREE wildflower seed giveaway

Website analytics – April to June 2021		
Most viewed pages	Page views	Unique page views
	1,225,506 % of Total: 100.00%	869,855 % of Total: (100%)
1. Council Services – Payment Portal	123,861 (10.11%)	54,978 (6.32%)
2. Dacorum Borough Council Home Page	116,984 (9.55%)	93,640 (10.77%)
3. My Bin Collections	97,588 (7.96%)	41,636 (4.79%)
4. Search planning applications	57,680 (4.71%)	43,563 (5.01%)
5. Search Dacorum Borough Council	40,725 (3.32%)	33,720 (3.88%)
6. Payment summary – Payment Portal	37,553 (3.06%)	26,552 (3.05%)
7. When are my bins collected	36,897 (3.01%)	32,119 (3.69%)
8. Complete you shopping – Payment Portal	32,342 (2.64%)	26,088 (3.00%)
9. Transaction complete – Payment Portal	32,264 (2.63%)	29,984 (3.45%)
10. Waste services extra questions	26,473 (2.16%)	8,585 (0.99%)

3.4 Community Safety Partnership and Children Services

- 3.4.1 The number of safeguarding referrals made by the Community Safety Team to Herts Safeguarding Adult Board or Herts Safeguarding Children Board, remained stable this quarter. The number of requests for information from these agencies increased indicating that the volume of safeguarding cases dealt with by statutory agencies has risen likely due to the previous lockdowns. Work is continuing in the team to focus on Domestic Abuse through partnership with the Housing teams with an action plan across the two services to improve our internal and external approach to these cases.
- 3.4.2 There has also been an increase in ASB cases managed by the Community Safety team. These are where the perpetrator is not a DBC Council tenant and focus on areas including noise, parties, cannabis smoking, boundary damage and street activity. In total 55 cases in Q1 were dealt with and a number of enforcement steps taken predominantly through Community Protection Warnings and Notices.
- 3.4.3 The Adventure Playgrounds remained closed due to the pandemic throughout Q1, but a number of other projects and private hire took place throughout this period including Fit, Fed and Read, HAPpy, mud kitchen, youth clubs and toddler and play groups. The bookings for the new 3G pitches continued and almost £9000 of income was received from hire of the sports facilities and playgrounds. It is expected this will at least double for Q2 with the Adventure playgrounds now all open and receiving a number of young people daily.
- 3.4.4 A number of Verge Hardening sites are being considered for completion in 2021/22. The service has experienced pressures due to a staff vacancy and increased demand on highways services from other districts but it is still expected that a number of sites already identified for development will be

delivered this financial year. A review is also taking place of the programme to ensure that it delivers objectives set out in the corporate plan.

3.5 Community Partnerships

Physical activity, Wellbeing, Arts and Culture

- 3.5.1 The Council were again unable to host a large event in Gadebridge park for Armed Forces Day, however there were a series of local events supporting and recognising the armed forces community. This included the official flag raising organised by the mayor's office and 17 local organisations or providers involved in events like producing and displaying banners about the heritage of the armed forces in Dacorum which were created by Dacorum Heritage Trust and shown in Hemel Hempstead, Tring and Berkhamsted.
- 3.5.2 Tring Book festival worked with Dacorum Borough Council to run two webinar events, one with ex RAF John Nichol and one with Michael Morpurgo. The Michael Morpurgo event attracted over 3000 children and 14 Dacorum schools received signed copies of 'Farm Boy' which is his follow up from 'War Horse'.
- 3.5.3 The Build Better Opportunities (BBO) project based at the South Hill Centre held 26 sessions between April and June 2021. Almost 300 people attended at least one session with an average of 37 people attended each session. There are now 22 BBO mentors in Dacorum providing 1-1 support for anyone who is unemployed, under-employed, threatened with redundancy or starting themselves up in self-employment.
- 3.5.4 The second cohort of Colourful Minds took place with 6 residents completing the course and participating in the WEMWBS well-being evaluation. The gross mental health social value of the course to Dacorum was £9432 and feedback from attendees included:

"The art subjects were a great way to express some of my emotions and it's value is tremendous.

"Everybody should have this instead of being offered anti-depressants."

There is currently a waiting list for future courses and the Community Partnerships Team are hoping to deliver another one after the summer holidays.

- 3.5.5 The Virtual Wellness Festival, a week long health and wellbeing event aimed to raise the profile of health and wellbeing services and support organisations in Dacorum, took place in June 2021. 16 local organisations were involved in providing online activities to support Dacorum residents on topics such as Mental Health, physical Activity, Economic Wellbeing, Nutrition and Creative Activity. Videos were viewed 415 times during this week and content will continue to be available on the YouTube channel for the community to access. The total spend on this event was under £2000 and the facebook reach was over 16.5k with some really positive testimonials from individuals including:

"I just want to say, A BIG Thank you for putting on this virtual WELLNESS Festival. I'm so glad that I've found it in time to take part. I for one have really struggled since Covid and even now! I'm always looking for ways to try and help myself. THANK YOU!"

Healthy Hub

- 3.5.6 Referrals for Q1 2021/22 have increased on the previous quarter with residents predominantly approaching for support with Debt, Physical Activity, Mental Health and Housing support.

Healthy Hub April – June 2021

Referrals - 465 (increase of 339 in Q4 2021)

Website – 465 (increase from 408 in Q4 2021)

Facebook reach – 25,296 (decrease from 36,274 in Q4 2021)

- 3.5.7 Since the launch of the Healthy Hub in June 2020, over 1000 people have now been assisted to gain access to health and wellbeing support. While the majority of the services are being accessed online, the first physical drop in sessions were started in May 2021. Residents can now find the Healthy Hub at the South Hill Centre and plans are in place to identify other locations around Dacorum with links made with other community activities where residents may benefit from accessing the Healthy Hub.
- 3.5.8 A monthly newsletter has continued to provide providing a roundup of local health and wellbeing updates and national Public Health England messages on COVID-19. The last edition provided details of projects with Herts Mind Network, Citizens Advice and the South Hill Centre and increased to 100 subscribers. These projects have had a further increase in uptake in Q4 with the largest change from requests for support with accessing physical activities. It is anticipated that demand and engagement will continue to increase as the Healthy Hub begins to open up physically.

Community Grants

- 3.5.9 The Spring round of Community grants has been completed with 24 voluntary or community organisations successful in getting funding from DBC to deliver local projects. In total £34,500 was allocated. This was split between 13 large grants of up to £5000 and 11 small grants of up to £500.
- 3.5.10 To be successful each bid must demonstrate how their community, voluntary, arts or sport project would benefit the residents of Dacorum. They must also work in partnership with other groups and meet one of the council's priorities. Additionally the projects must support at least two of the key outcomes from the five ways to wellbeing. The full criteria and application forms can be found on our website: <http://www.dacorum.gov.uk/home/community-living/voluntary-organisations-social-enterprises/grants>
- 3.5.11 Some examples of successful projects include:
- Health and fitness programme for survivors of domestic abuse
 - Creation of seating and planting areas at a recreation ground for older residents
 - Dance projects for vulnerable and older residents of Dacorum
 - Online support for children with a parent in the armed forces
 - Equipment, kit or uniforms for small local sports clubs
 - Funding for an art exhibition or workshop for local artists
 - Digital support and equipment to help patients, bring community groups together, boost digital literacy in the BAME community and provide support for bereavement

3.5.12 There was a wide geographical area represented by the bids with projects to be delivered in Tring, Berkhamsted, Gaddesden Row, Northchurch, Bovingdon and a number of Hemel Hempstead wards as well as some district wide schemes to ensure a good representation of the community can benefit from these projects.