

Housing and Community OSC

Actions arising – 1st September 2021

Date of meeting	Action point	Responsible for action	Date action completed	Update on action point
<u>HC/047/21</u> <u>01/09/21</u>	Cllr Adeleke, through the Chairman, commended the efforts of Communications staff during the Covid crisis. L Warden confirmed she would let staff know.	L. Warden		Email sent to relevant teams to pass on thanks from Cllr Adeleke
<u>HC/047/21</u> <u>01/09/21</u>	Cllr Adeleke mentioned problems with delivery of Digest and that some Councillors had residents advise they had not received them. Cllr Adeleke also asked if Communications could include information on community grants in the Digest. L Warden would speak to Matt Rawdon about delivery and also advised that with community grants it's important that we get the message out to as many people as possible, so we are highlighting this in Members News and Dacorum Live.	L. Warden		Email sent to Matt Rawdon regarding delivery. Info about community grants provided to Portfolio holder to include at next full council meeting. Information to be shared with the Communications team for next edition of Dacorum Live and already provided through routes where there is the greatest access to community and voluntary organisations. We have moved from a general leafleting model (from the National Leafleting Company) to that of a door-to-door model provided by Royal Mail. This is based on addresses and boundary matched to our borough, and considered the best option for mass distribution. If anyone has missed a delivery, they should report this on our website at https://www.dacorum.gov.uk/home/dacorum-life
<u>HC/047/21</u> <u>01/09/21</u>	Cllr Mahmood queried how referrals are made to the	L. Warden		Email sent to Healthy Hub officer who will provide info to members

	<p>Healthy Hub. L Warden advised that there are a few different routes that people can come to the Healthy Hub, they can access it online through our website or the Healthy Hub website, they can request information or a referral with a variety of areas at which point contact will be made and they'll be put in touch with the relevant agencies to support or help them. Additionally there's drop in sessions at the South Hill Centre. L Warden confirmed that she would circulate some information for Members which can be shared with as many residents as possible.</p>			
<p><u>HC/047/21</u> <u>01/09/21</u></p>	<p>Cllr Mahmood asked why didn't we have something like a ticker tape outside the building, advertising things like the community grants or Healthy Hub, as it would be nice to communicate what we are doing with the wider public. L Warden confirmed that we advertise through a number of channels, for example social media and the big screen in the Marlowes, but she would let Matt know for him to</p>	<p>L. Warden</p>		<p>Email sent to Matt Rawdon for info</p> <p>As part of the design of the Forum, we have screens both at the entrance to the Forum, in the Customer Service seating area and the atrium video wall. These screens are used to run multiple campaigns and service information throughout the year, including promotion of community grants and the Healthy Hub. This sits alongside a comprehensive mix of other communication channels used as part of our omni-channel marketing and communications programme. The suggestion of a 'ticker tape style' channel was raised in 2019 in reference to our website. This suggestion was discounted due to the fact that ticker tape is not mobile-</p>

	consider the options.			responsive, and does not meet accessibility standards.
<u>HC/048/21</u> <u>01/09/21</u>	Cllr Bassadone wanted to check some of the figures in the report for the lifeline as they mention March. N Beresford confirmed they were an error and would provide up to date details	N. Beresford		The performance of our community alarm monitoring and response service remains below target with 93.48% of calls being answered within 60 seconds. Progress was made in the first month of the quarter and offered reassurance that performance would achieve the target KPI, however staffing levels were significantly impacted by Covid-19 outbreak within the contractors response centre.
<u>HC/049/21</u> <u>01/09/21</u> <u>16/06/21</u> <u>HC/028/21</u> <u>21/07/21</u> <u>HC/039/21</u>	<p>The Chairman said that the both of the outstanding actions from previous meetings were completed but would check with Cllr Pringle on that point.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Councillor Pringle asked whilst the issue of the children's playground was referred to Clean Safe and Green could the severity of the flooding at Canal Fields also be reported.</p> <p>M. Rawdon asked if Councillor Pringle could provide the photographs she had received regarding the flooding.</p> </div>	Cllr Imarni		

	<p>Action: Councillor Pringle to provide photographs of flooding at Canal Fields.]</p>				
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