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# Housing and Community Overview and Scrutiny Committee

<b>Report for:</b>	Housing and Community Overview and Scrutiny Committee
<b>Title of report:</b>	Quarter 4 Performance Report – The Old Town Hall, Community Partnerships, Community Safety Partnership
<b>Date:</b>	15 <sup>th</sup> June 2022
<b>Report on behalf of:</b>	Councillor Julie Banks, Portfolio Holder for Community and Regulatory Services
<b>Part:</b>	I
<b>If Part II, reason:</b>	N/A
<b>Appendices:</b>	N/A
<b>Background papers:</b>	
<b>Glossary of acronyms and any other abbreviations used in this report:</b>	

## Report Author / Responsible Officer

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<b>Corporate Priorities</b>	A clean, safe and enjoyable environment Building strong and vibrant communities Ensuring economic growth and prosperity Ensuring efficient, effective and modern service delivery Climate and ecological emergency
<b>Wards affected</b>	All wards
<b>Purpose of the report:</b>	1. To provide the Q4 performance information for monitoring and information

<b>Recommendation (s) to the decision maker (s):</b>	1. That Members note the report and identify any areas where they require additional information
<b>Period for post policy/project review:</b>	N/A

## 1. Introduction

1.1. This paper will provide an update on service performance over Q4 2021/2022 for Customer Services, the Old Town Hall, Communications, Community Safety & Children Services and Community Partnerships and also highlight key achievements over this same period. There are no measures to report for this quarter for the service. New data will be available for the next quarter.

## 2. The Old Town Hall

2.1. The Old Town Hall saw a positive start to Q4 with the return of a more confident audience, once all Covid 19 restrictions had been lifted. January to March 2022 saw five sold out performances and an in-person attendance to live shows of 69%.

2.2. There is continued growth in new customers at The Old Town Hall with 46% of tickets purchased being first time customers versus 44% in the same period in 2019 (pre-covid).

2.3. The final quarter of 2021/22 saw the launch of the new Old Town Hall website. The new design has provided customers with much improved functionality, information around the programme/venue and a smoother purchase path for ticket purchases.

2.4. The Old Town Hall Satisfaction Survey is sent out to customers a day after they have attended and event at the venue. These surveys are made up of twenty-five questions in total covering topics ranging from customer service to venue satisfaction. Events covered by this survey would have taken place in the Main Theatre or The Cellar Club. Current feedback and performance is outlined below;

- Old Town Hall Front of House stewarding staff received a 97% excellent/good rating from our customers over the quarter
- Customer rating on the range of events on offer was 88% either very good or excellent.
- Value for money was rated at 92% very good or excellent
- Overall customer satisfaction for the events staged this quarter was 87% excellent rating and 12% good rating.

2.5. Recruitment issues continued to be a challenge during the last quarter with three key positions at the Old Town Hall unfilled. The result of this has placed additional pressure on existing staff. We remain confident of a full team by the commencement of the autumn season. Below is a summary of the positions waiting to be filled:

- Theatre Technician – This position is currently going through the re-grade process to allow for the position to appear more competitive when re-advertised
- Events Assistant/Cleaner - There is internal interest for this position, and we are awaiting an update from the HR Department
- Venue & Ops Assistant – Currently being advertised until the 5<sup>th</sup> June

## 3. Community Partnerships

## Physical activity, Wellbeing, Arts and Culture

- 3.1. Your Town has sold 50 tickets so far for this year's Your Town 5k Hemel run 2022 which is being held on Sunday July 17<sup>th</sup>. This was a success in 2021 with the highest turn out so far and anyone wanting to take part can access tickets and more information using the link below. <https://www.ticketsource.co.uk/mayors-office-dacorum-borough-council/t-rmkkkr>
- 3.2. Northridge Way Basketball Court has had its temporary surface laid, following the extension of the court, including full size court, new seating area and new fencing.
- 3.3. January 2022 Shape UP Course: 15 people attended a course for Asian Men specifically (The Hemel School); 13 people attended a course aimed at those with a Learning Disability (HH Leisure Centre); 5 people attended a course aimed at those with a Physical Disability (HH Leisure Centre).

## COVID Vaccine uptake and Healthy Hub

- 3.4. COVID vaccine uptake calls up to end of Q4: *2,377 patients called; contact with 1,052; 294 already vaccinated, 163 planning to book, 407 declined, 29 other and 159 appointments made.*
- 3.5. COVID vaccine advice line continued to be promoted.
- 3.6. The four areas originally showing the lowest uptake of COVID vaccine have remained the lowest despite Pop Up clinics having been provided in 3 out of 4 areas. However, the figures have increased slightly. Pop Up clinics were held in Grovehill, Highfield, Woodhall Farm.. Pop ups at the South Hill Centre have been arranged for quarter 2.

### Healthy Hub

Referrals - 423 (decrease from 430 in Q3 2021)

Website – 346 (increase from 270 in Q3 2021)

Facebook reach – Facebook has changed its analytics so not possible to access figures at the moment

## Community Grants

- 3.7. Community Grants Awards was a virtual ceremony again this year and the video can be seen on DBC's Facebook page. <https://fb.watch/dndINYNBwp/>: 26 applications were received from projects funded in 2020-21. This represents a response rate of 78%, an improvement of 52% from 2019-20.
- 3.8. Household support funding from HCC given to Dacorum Community Trust to disseminate to residents as they already have the systems in place to buy white goods, fuel vouchers and other necessities funded by the scheme. £21,428.13 given out to local households from the fund to end March 2022.

## 4. Community Safety Partnership and Children Services

- 4.1. There were 13 safeguarding referrals made from Dacorum Borough Council staff in Q4. This is an increase of 1 report from Q3 which had 12 referrals. Of these 9 relate to concerns about adults who are subjected to emotional abuse, financial abuse or neglect, 2 relate to children at risk of homelessness, substance misuse and/or mental health, and 2 for Domestic Abuse. These numbers are relatively consistent with previous years.
- 4.2. Members of the Community Safety team have continued to work in partnership to address issues of anti-social behaviour. There were 27 reports relating to non-DBC housing tenants received in Q4 with the

main themes focusing on nuisance youths and parking, 3 of those cases have been referred to mediation services.

- 4.3. A community trigger was received in Q4. This is a tool that allows a resident to request a review of their case if they believe that no action has been taken in response to reports of anti-social behaviour. The Community Safety team are responsible for receiving and progressing these requests with partner agencies.
  - 4.4. The Adventure Playgrounds have now reopened following the winter closure period. Numbers are increasing with 4,326 children visiting in Q4. The number of children visiting youth clubs has also increased with 891 attending in Q4, which is an increase of 364 from Q3.
  - 4.5. Income is still increasing due to the improvements made to both Grovehill and Adeyfield adventure playgrounds, with Q4 nearing £24,000, an increase of £6,000 from Q3.
5. Adeyfield Adventure Playground was successful in a funding bid to the Digital, Culture, Media and Sports (DCMS) Youth Investment Fund, receiving £45,000. The aim of the Youth Investment Fund (YIF) is to create, expand and improve local youth facilities and their services, in order to drive positive outcomes for young people, including improved health and wellbeing, and skills for work/employability and life. So far, the following has been purchased from the fund: Electric Quads, Tag Archery, Benches, Accessible roundabout, Storage container, Computers, Zorb football.