



Housing and Community Overview and Scrutiny Committee

Report for:	Housing and Community Overview and Scrutiny Committee
Title of report:	Quarter 1 Performance Report – The Old Town Hall, Community Partnerships, Community Safety Partnership
Date:	31 st August 2022
Report on behalf of:	Councillor Julie Banks, Portfolio Holder for Community and Regulatory Services
Part:	I
If Part II, reason:	N/A
Appendices:	N/A
Background papers:	
Glossary of acronyms and any other abbreviations used in this report:	

Report Author / Responsible Officer

Allison Westray- Chapman – Interim Assistant Director Place Community and Enterprise



Corporate Priorities	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
Wards affected	All wards
Purpose of the report:	1. To provide the Q4 performance information for monitoring and information

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

1. Introduction

1.1. This paper will provide an update on service performance over Q1 2022/2023 for Customer Services, the Old Town Hall, Communications, ~~Community Safety & Children Services~~ and Community Partnerships and also highlight key achievements over this same period.

2. The Old Town Hall

2.1. Q1 saw an average decrease in attendance over the period due to fewer performance in the quarter, with a total number of 48% (913 visitors). However, as we have moved through Q2 in to Q3 we are seeing a big upturn in customers booking for future shows. We currently have 5 sell out shows programmed before the end of 2022 with more expected.

2.2. The Gallery space was occupied throughout Q1 with a variety of artists. We started the quarter with the Mayors photo competition winners and then moved on to Aspire Academies which was made up of 5 different schools art work. We finished the quarter with stunning art work from Stef Morales who takes her inspiration from Mexican artists. All exhibitions continued to enjoy an array of visitors from the local community and has helped to inspire artists to enquire about future dates to exhibit with us.

2.3. 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 96% excellent/good rating from our customers over the quarter
- Customer rating on the range of events on offer was a combined 89% for very good or excellent.
- Value for money was rated at 89% very good or excellent
- Overall customer satisfaction for the events staged this quarter was 81% excellent rating and 13% good rating.

2.4. Recruitment issues have been resolved for the Technicians post during Q1 with the recruitment of a new member of the team. We expect the technician to join at the end of September 2022. However we are still struggling to retain Front of House staff due to the casual nature of the job. A new recruitment drive will commence shortly.

3. Community Partnerships

Physical activity, Wellbeing, Arts and Culture

3.1 Your Town was postponed due to the predicted heat wave

3.2 Supported Armed Forces with the community stage, a number of our partners performed

3.3 Supported the Commonwealth Baton Relay with hosting the main stage again of community performers

- 3.4 The Sports and Physical Activity Officer sat on the judging panel for and attended the Dacorum Sport and Physical Activity awards hosted by Everyone Active. DBC Sponsored the Awards ceremony and an Award; Service to Sport. This was awarded to Kenny Lawrence for services to football.
- 3.5 Northridge Way Basketball Opening Event was held with Deputy Mayor and Portfolio Holder. 90 residents in attendance. Press has been really positive. New girls session started off the back of the open day
- 3.6 Ping Pong Parlour Opening Event with Deputy Mayor and Portfolio Holder. 56 people took part in the launch event. Still awaiting the footfall counter to track ongoing figures

COVID Vaccine uptake and Healthy Hub

- 3.7 There was a huge push on engagement and communications for a vaccination Pop Up clinic on 17th June at South Hill Centre – unfortunately it coincided with the hottest day of the year; 11 people were vaccinated
- 3.8 Vaccine Tracing Total figures for June:
- 3.9 2,986 patients called, conversations with 1,369; 331 already vaccinated, 192 planning to book (*number went down due to additional calls for Pop Up and reclassifying), 621 declined, 29 other and 196 appointments made. With the help of EH 175 leaflets were delivered to unvaccinated over 18's that were untraceable by phone

Healthy Hub

- 3.10 Referrals - 367 (decrease from 423 in Q4 2021/22)
- 3.11 Website – 279 (decrease from 346 in Q4 2021/22)
- 3.12 Facebook reach – Facebook has changed its analytics so we were not able to access figures for the last quarter, but there were 2,038 from Q1 22/23

Community Grants

- 3.13 Spring round of 22/23 community grants received 18 bids. A total of £14,750 was awarded to 6 community groups / organisations, and £3,123 was given out in small grants (up to £500) to 11 community groups / organisations.
- 3.14 The next round is open and closes on August 31st.

Cost of Living Crisis

3.15 DBC is working Community Action Dacorum to try and coordinate a Borough wide approach to supporting vulnerable residents over the next few years as the cost-of-living crisis continues to bite. The plan is to hold a series of meetings that will help identify needs and agree solutions in a way that ensures all organisations maximise joint resources and avoid unnecessary duplication. Another objective is to ensure that DBC staff are aware of the support available to residents and to ensure members can also signpost constituents appropriately should the need arise.

There are different stages to the work:

- One day event for Senior Councillors and DBC staff on 12th September with input from the voluntary and community sector to gain buy-in from these key stakeholders and establish the current position of the statutory sector. There will also be agencies present with stands promoting their services.
- Small task and finish groups to commence following 12th meeting once or twice to establish the need, available known resources, and gaps in provision to focus our time during the final co-production day. The groups are : Youth (16-25) Families, Single People , Vulnerable Residents, Service Resilience, key Workers/Low Income, Below Vulnerability Threshold

The groups are tasked with discussing the following questions:

1. What are the problems facing Dacorum now and in the foreseeable future?

2. What services do we currently have at our disposal to address these problems?
 3. Therefore, what are the obvious gaps in provision that will put Dacorum residents at risk?
 4. Who do we need around the table to discuss these issues and plug the gaps?
- One day conference (on the 10th October) that brings together the voluntary and community sector, Parish and Town councils and statutory colleagues to identify solutions to the gaps identified in the working groups.
 - Member development session to be arranged on the Cost Of Living Crisis in November