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Housing and Community Overview and Scrutiny Committee

Report for:	Housing and Community Overview and Scrutiny Committee
Title of report:	Quarter 2 Performance Report – The Old Town Hall and Community Partnerships
Date:	2 November 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

James Doe – Strategic Director - Place



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 Q2 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 Q2 2022/2023 for the Old Town Hall and Community Partnerships and also highlight key achievements over this same period.

2. The Old Town Hall

2.1. The Q2 programme schedule is almost entirely made up of film screenings due to the relatively low cost of showing film as opposed to the cost of live performances. The Old Town Hall programme budget is used primarily for a live performance schedule from late September to late June (roughly nine months of the year). Also, audiences are generally lower during the summer holidays, historically.

2.2. Over the course of the 6 film screenings – an average capacity of 36% was achieved, which covers the cost of the film and front of house staffing.

2.3. There were 12 private hires in Q2 – from Dacorum Community Dance through filming hires to private parties.

2.4. The Gallery space has and is currently hosting an exhibition by artist Mike Bloor. All exhibitions continue to enjoy an array of visitors from the local community and has helped to inspire artists to enquire about future dates to exhibit at the Old Town Hall.

2.5. The Old Town Hall has taken responsibility for the organisation and the management of the Fun Palace event this year. On Saturday 1st October the Old Town Hall ran a selection of events for young people of all ages and their families to enjoy for free. Fun Palace has been an annual event in Dacorum for a number of years but this is the first ‘in person’ event since the pandemic.

2.6. The Old Town Hall Satisfaction Survey is sent out to customers a day after they have attended an 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 91% excellent/good rating from our customers over the quarter
- Customer rating on the range of events on offer was a combined 83% for very good or excellent.
- Value for money was rated at 100% very good or excellent
- Over 90% of customers who attended our events would recommend us to family or friends.

2.7. The Old Town Hall Theatre Technician post has been filled and the successful applicant joins the Old Town Hall team on 26th September. Vacant posts outstanding are Venue and Operations Lead Officer and Front of House positions. In addition the Arts Team Leader post has been filled on a temporary basis by the current Marketing and Communications Officer.

3. Community Partnerships

Cost of Living Symposium

- 3.1 This was held on 10th Oct with Task and Finish groups with a range of Voluntary and Community groups, including Community Action Dacorum. . Task and Finish Groups, be led by the VCS, have identified current provision or support for 7 cohorts of the community. This highlighted any gaps in support where both the statutory sector and voluntary sector can work together to support residents through this time. The outputs from these groups were fed back and discussed at the symposium on October 10th and further planning and actions are being developed as a result.

Physical activity, Wellbeing, Arts and Culture

- 3.2 Plough Roundabout Subway Art project. A partnership project has been in progress for some time (delayed by COVID). This project has seen Osbornes tidy and repaint the subways / underpass under the magic roundabout. Frames have been bought by the Hemel BID for local artists to show their work. DBC has organised for the entrance to the subways to be painted by a local artist to offer a welcoming entrance to the Subway Art Project. The installation was regrettably the subject of graffiti and vandalism which is being addressed.
- 3.3 The Dacorum Heritage Trust Service Level Agreement for 2022/23 has been completed with DHT. Officers are working currently with DHT on the content of the SLA for the next business year.
- 3.4 Work ongoing with Lawn Tennis Association (LTA) regarding improvement of tennis courts in Tring and Hemel.

COVID Vaccine uptake

- 3.5 Saturday morning telephone calls have been successful with more people answering the phone, willing to talk and appointments made. Statistics will be provided next month.
- 3.6 Vaccine Tracing Total figures: 3,969 patients called (x3 attempts and messages left), conversations with 1,916; 444 already vaccinated, 326 planning to book, 874 declined (have got data on reasons), 15 other and 257 appointments made. One vaccinator has just made their 100th appointment!
- 3.7 Homeless people have been prioritised under the Protect and Vaccinate Grant and 12 supermarket vouchers have been issued.

Healthy Hub Progress so far in Q2

- 3.8 In partnership with Dacorum Family Centre Service the Healthy Hub Officer is attending Parent+ cafes in community centres to engage with new parents and offer services to this community group / cohort.
- 3.9 The Healthy Hub Officer also attending a West Herts College welcome event to engage with students and young people – this is a new cohort for the Healthy Hub to interact with.
- 3.10 Website figures: 139 visits (down from 279 last quarter); Facebook figures: 1,505 views; Newsletter Subscribers: 210 (204 last quarter).

3.11 The Tuesday and Friday sessions at the South Hill Centre remain very successful. The Healthy Hub Officer is working with the Job Centre Plus and attended a session there this month.

Community Grants

3.12 The summer round finished on August 31st with a total of 12 applications (10 standard grant application and 2 for small grants)

3.13 The Community Grants Panel met on September 16th to assess applications. Awards to the value of £15,100 were approved.

Neighbourhood Christmas lights

3.14 Work for the installation of Christmas lights in the usual five wards in Hemel Hempstead has begun.

Team

3.15 Health Inequalities Lead Officer – recruitment highly advanced.

3.16 Place Project Support Officer role now out for recruitment.

3.17 UKSPF Project Officer to be recruited to. Confirmation from Government awaited on approval of the Council's submitted UKSPF Investment Plan.

3.18 Community Partnerships and Wellbeing Officer (Sports and Physical Activity Officer) has left to take up a new position for the Herts Sports Partnership – recruitment to fill this is currently in progress.