



**WELWYN  
HATFIELD**

*Working better, together*

# SOSC Performance Indicators

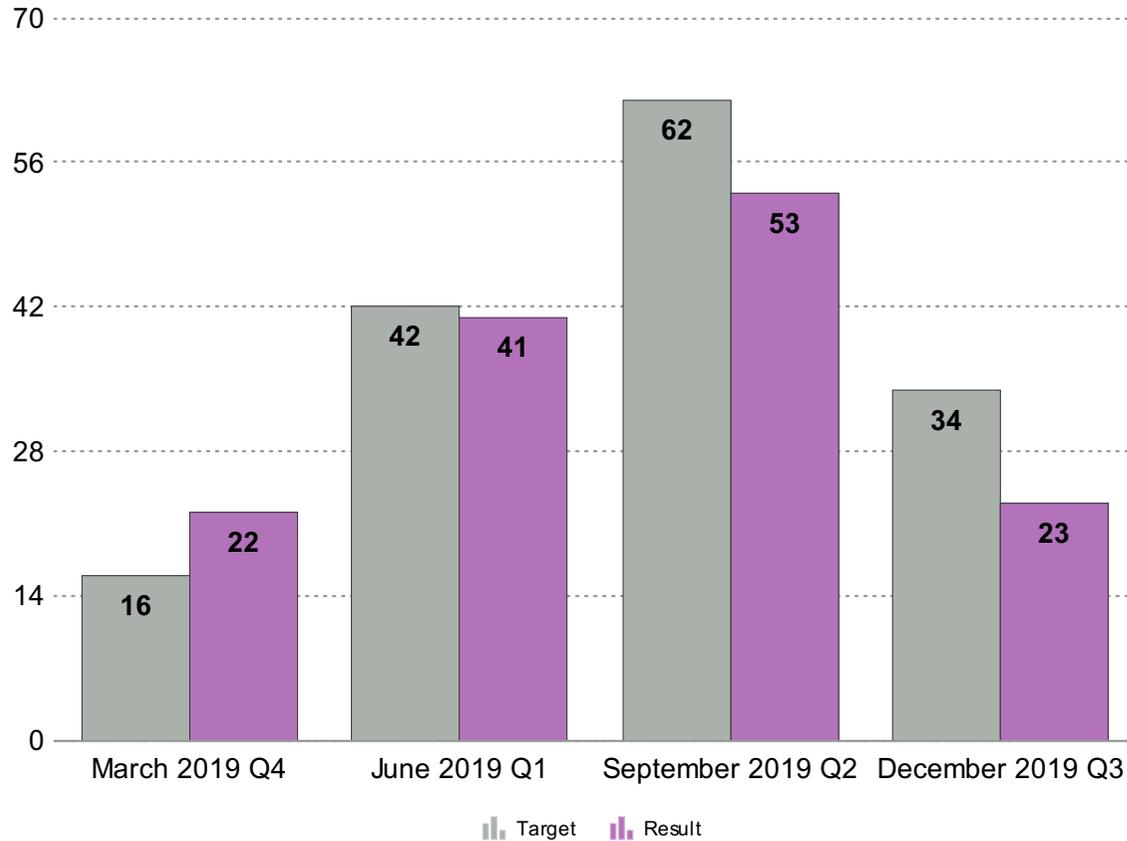
## Quarter 3

2019-20

Paul Underwood  
Head of Policy and Culture

## BPI 11

Visits in person to, and use of, local museums and galleries (per 1,000 population)



## Notes

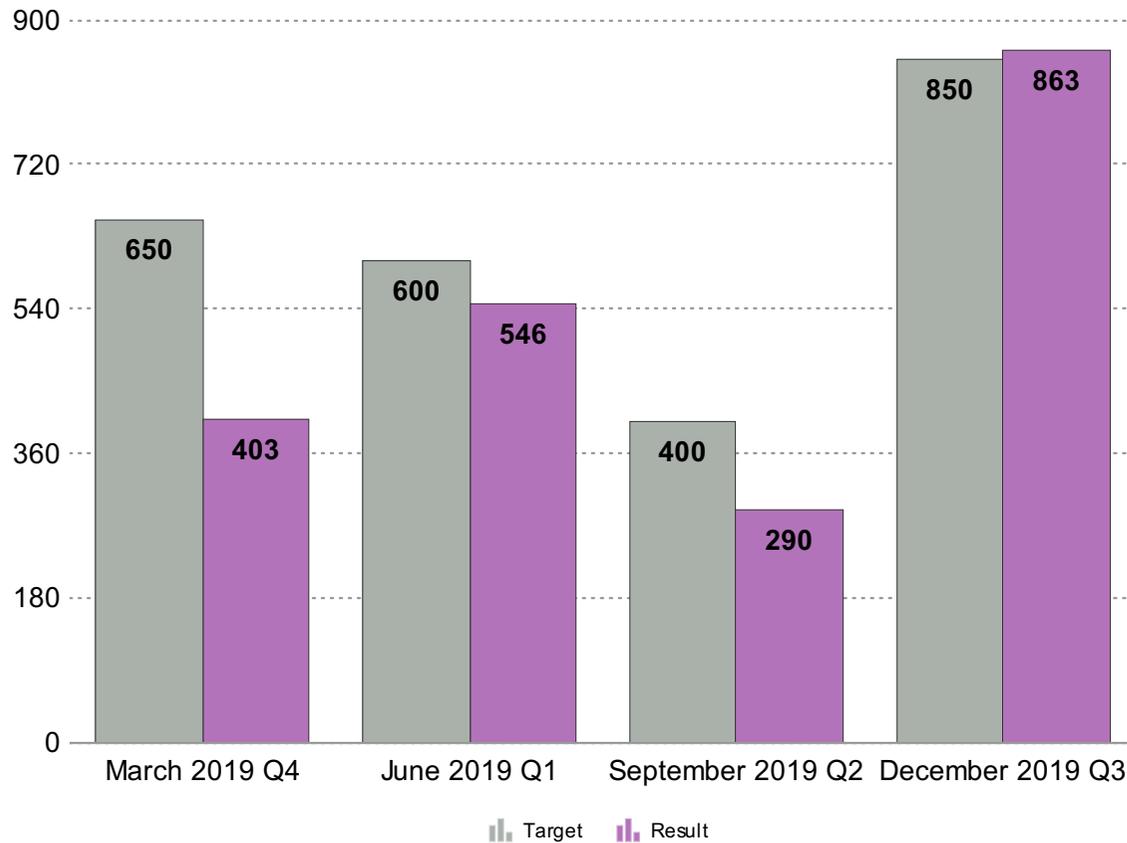
### The Museum Service

Overall visitor numbers were below target in this quarter. This indicator is largely weather dependent as all of our high footfall activities, such as Spooky Halloween and the Christmas Fair, are outdoor events. Halloween visitor numbers were impacted by a number of free events happening in the two main town centres. Particularly wet weather in the October half term school holiday also meant we didn't see as many families as we expected at our various drop in craft activities.

<i>Quarter 3 Summary</i>					
Target	Tolerance	Q3	Method	YTD	Last year
34	32	23	123	117	19

## BPI 12

### School group visits to, and use of, museums and galleries



## Notes

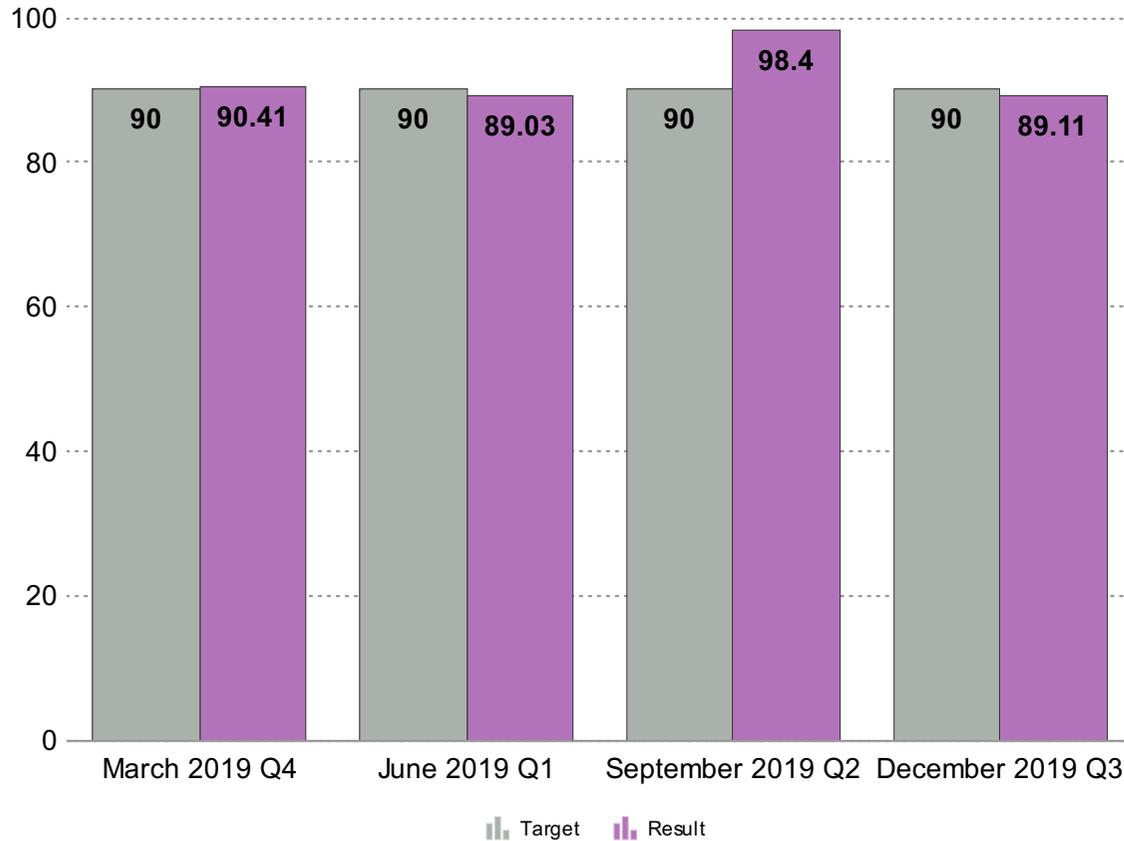
### The Museum Service

The Quarter 3 target was exceeded in spite of the Learning Officer post being vacant over the whole of this period. We entertained a succession of large whole year school groups who visited both sites at Mill Green and the Roman Baths. This created some logistical problems which meant moving tables, chairs and marquees between the two sites so children could remain outside in inclement weather. Teacher feedback has been very complimentary in terms of session content and they felt the on-site teaching met their curriculum topics very well. Please note the Welwyn Roman Bath site is closed to the public for the whole of December.

<i>Quarter 3 Summary</i>					
Target	Tolerance	Q3	Method	YTD	Last year
850	848	863	123	1,699	573

## BPI 14

The percentage of customers satisfied with value for money across all services offered by Campus West



## Notes

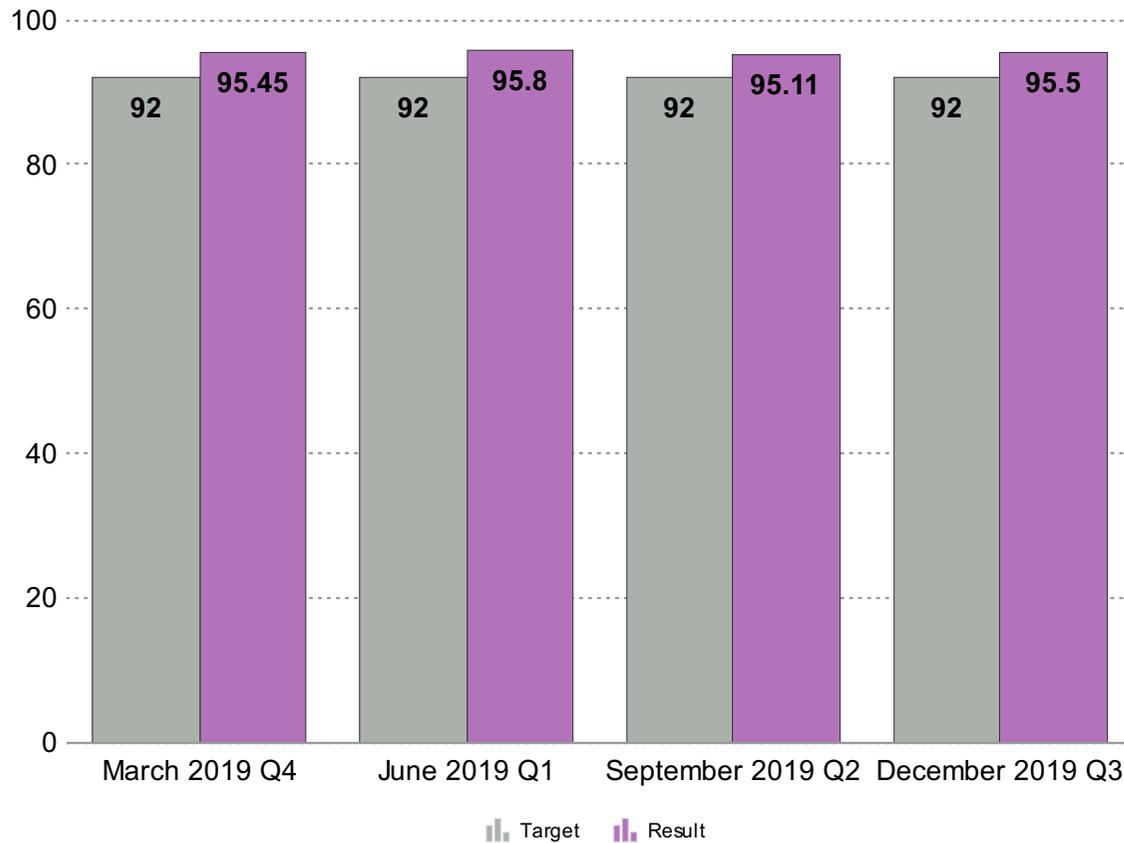
### Campus West

Value for money satisfaction varies from quarter to quarter due to seasonal factors and the outturn is slightly short of the target in Quarter 3. Comments are analysed using the Net Promoter Score system for customer satisfaction. What we do know is customers tell us they do not like paying to park at Campus West as this is often the subject of comments. Campus West is very busy in the run up to the festive period, which is covered by Quarter 3, so some customers score down their visit overall (including VFM) if they have been unable to find a parking space or have queued up for food and drink. But 9 in every 10 customers are promoters of the business which is a good rating by leisure industry standards.

Quarter 3 Summary					
Target	Tolerance	Q3	Method	YTD	Last year
90	88	89.11	%	92.12	90.49

## BPI 15

The percentage of customers satisfied with all services and facilities offered by Campus West



## Notes

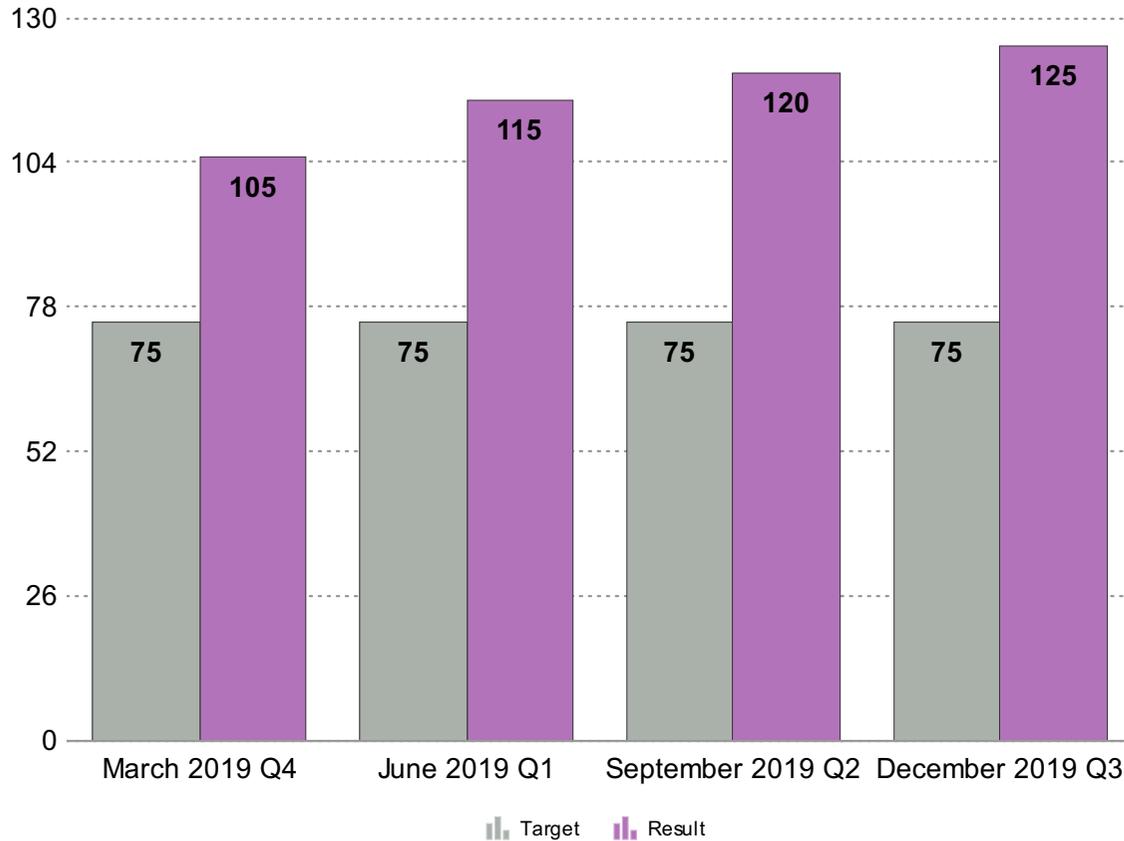
### Campus West

The overall percentage of customers satisfied with the services provided at Campus West has remained largely static over the past three quarters. In this time we have made some further operational changes and adjusted our staffing levels downwards to reduce employee costs against budget. So the high satisfaction levels indicate our customers have not noticed this managed change. This is to the credit of the front of house team who are the people customers interact with when they visit. As there has been no recorded dip in overall customer satisfaction this target will be revised upwards again with effect from Quarter 1 in 2020-21.

Quarter 3 Summary					
Target	Tolerance	Q3	Method	YTD	Last year
92	90	95.5	%	95.46	96.29

## BPI 29

The total number of households living in temporary accommodation in the borough (where the council have a duty)



## Notes

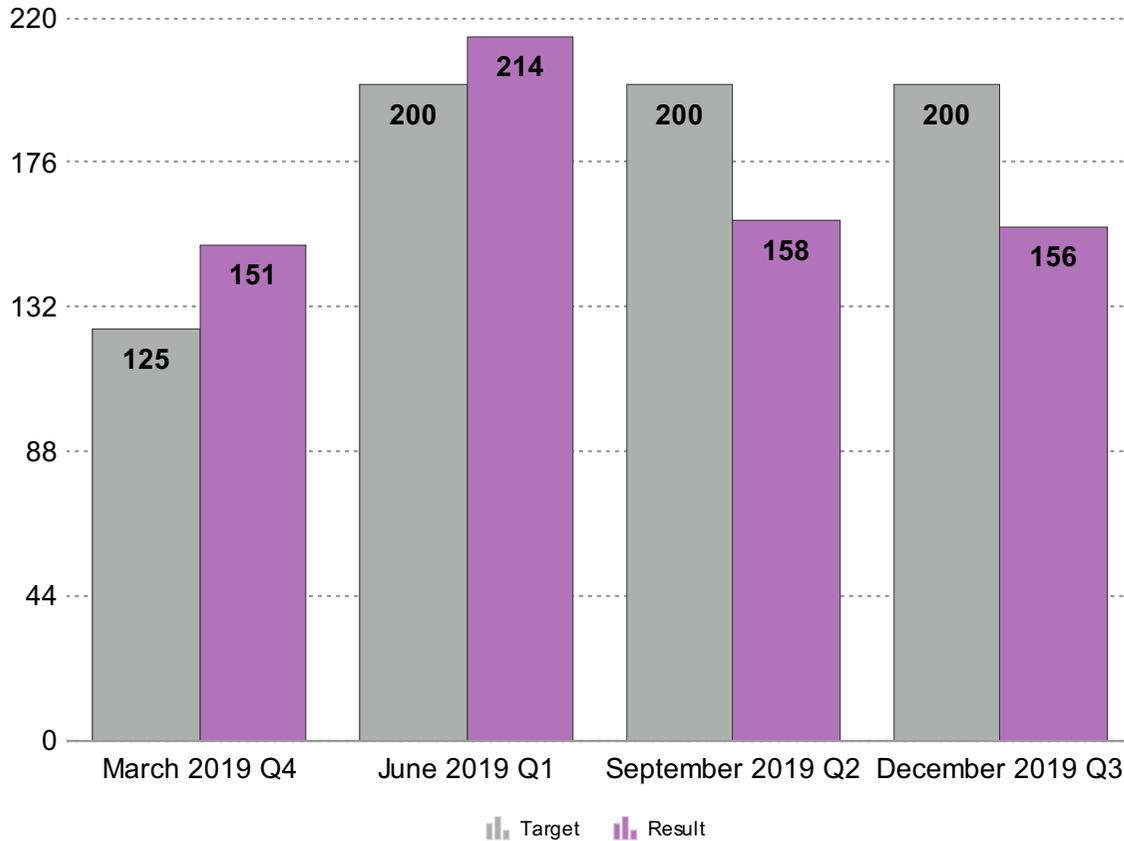
### Housing Needs

We have a continuing high demand on the housing needs service from families who are homeless and potentially homeless. Whilst this means that we have a high number of households in temporary accommodation, we are continuing to work hard on providing advice to support prevention of homelessness and to help provide options for families who approach us. We continue to work hard to deliver more affordable homes through the affordable housing programme, as well as building links to the private rented sector. We have been very successful in minimising the use of hotel accommodation and at the time of writing, there was one family residing in hotel accommodation.

<i>Quarter 3 Summary</i>					
Target	Tolerance	Q3	Method	YTD	Last year
75	80	125	123	125	96

## BPI 30

The number of Decent Home assessments undertaken in properties in the Private Sector



## Notes

### Private Sector Housing

This quarter's result was 78% of the target and the year to date figure is 88%. The team has been restructured to provide targeted and discrete interventions for licensing, other housing standards work and PAL Accreditation. To reflect this new working arrangement the target for the current year was significantly increased from 500 to 800 (125 to 200 pro rata per quarter). The number of assessments will vary according to the amount of reactive and programmed inspections compared to the degree of proactive work to identify and confirm suspected HMOs. The amount of reactive and programmed work has been lower than expected this year; mainly due to fewer than expected applications for HMO licences. The team are currently undertaking a targeted pro-active programme exercise in an attempt to identify unlicensed HMOs including 'door knocking' in suspected geographical areas.

Quarter 3 Summary					
Target	Tolerance	Q3	Method	YTD	Last year
200	180	156	123	528	163