



SOSC Performance Indicators

Quarter 1 (2016 -17)

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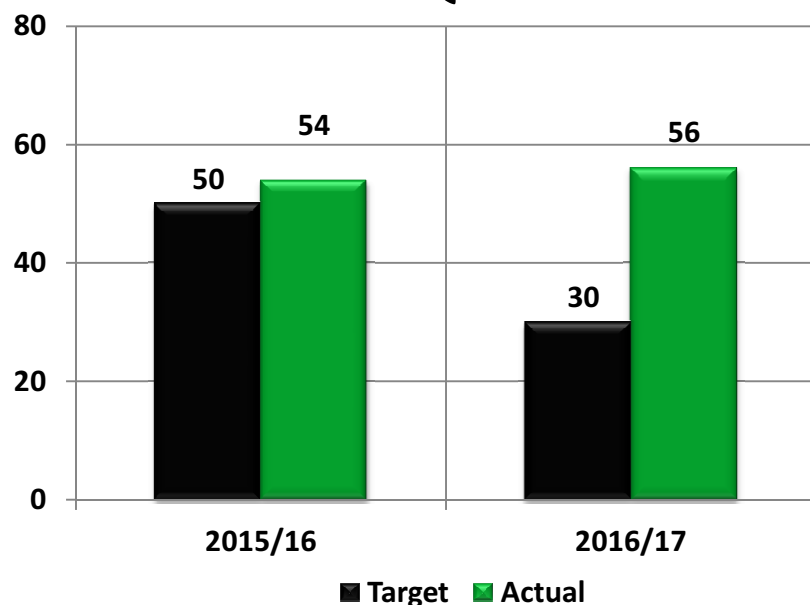


**WELWYN
HATFIELD**

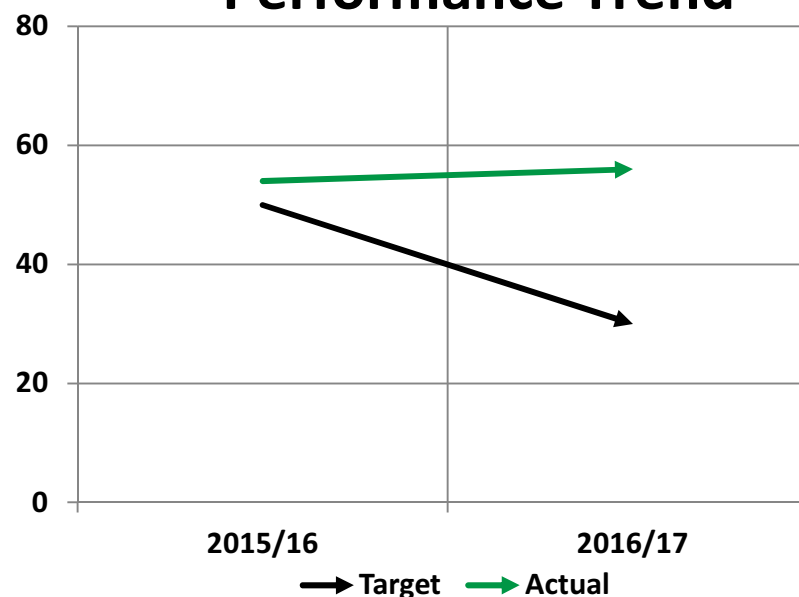
Performance Indicator – 12

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

Q1



Performance Trend



Service Comments

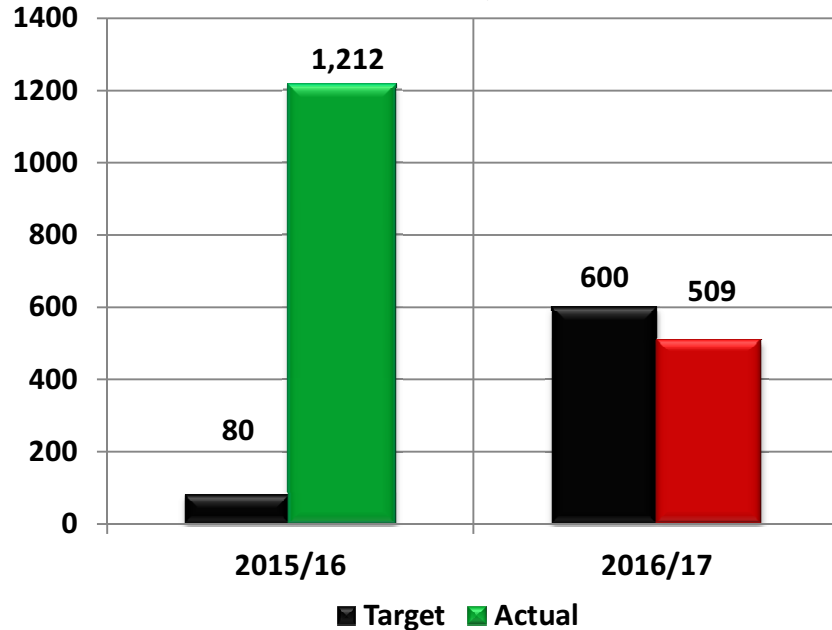
Despite the cold weather we have exceeded our target in Quarter 1 partly due to the Easter children's activities which were well attended in April, and the attraction of the Pop Up Kitchen when the May Bank Holiday and Whitsun children's activities were held at Mill Green.

At the Roman Bath House more children's holiday activities are being offered this year with a good take up by local families to date. This site benefits from being inside and away from wet or cold weather.

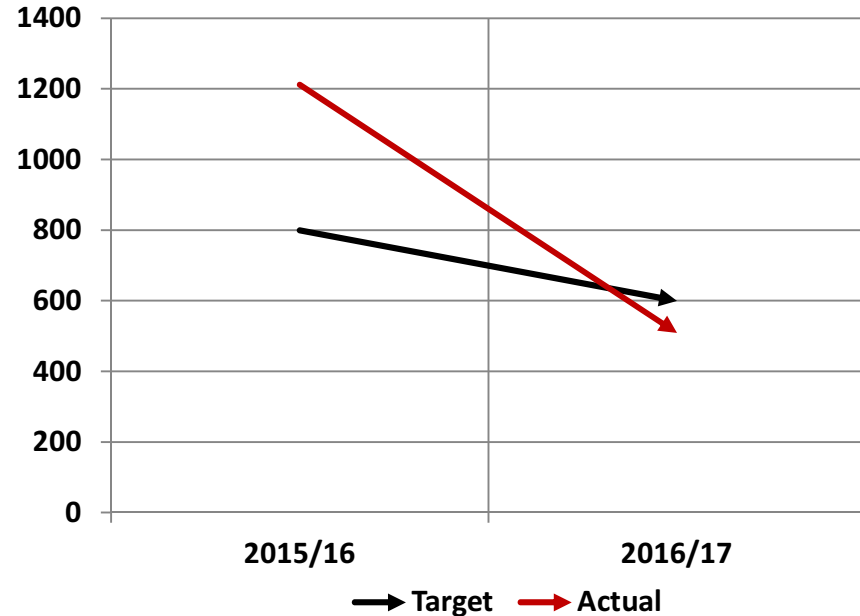
Performance Indicator – 13

School group visits and use of museums and galleries

Q1



Performance Trend



Service Comments

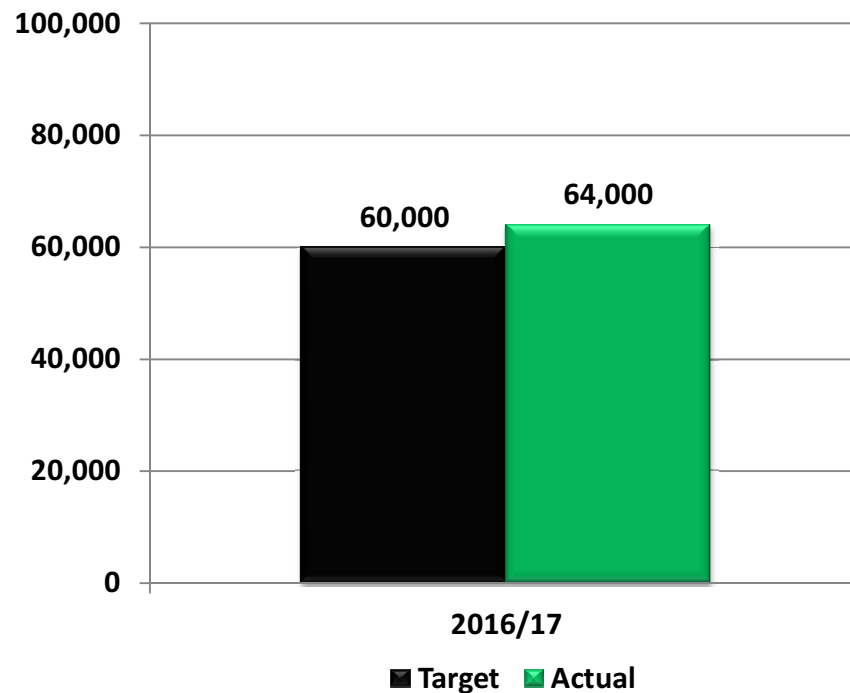
We have continued to feel the impact of the loss of the study room in this quarter. Schools are offered a taught session in the main galleries but are often reluctant to book because the only place for lunches is under the garden marquees. The weather in Quarter 1 was unseasonably wet and cold.

The Easter school break was fragmented around Easter so some schools were off and others not. This also explains the lack of schools booking sessions with us.

Performance Indicator – 60

The total number of tickets sold across all businesses at CW Entertainment excluding private party bookings

Q1



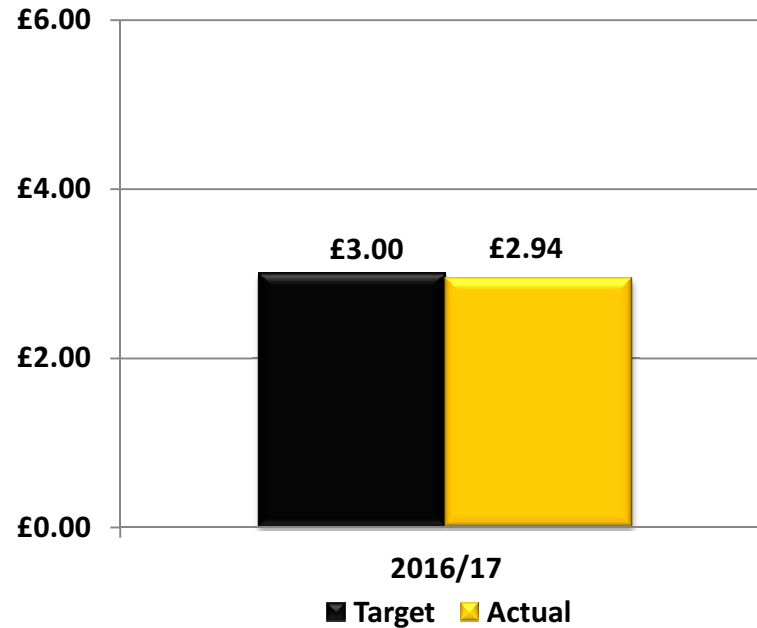
Service Comments

This data is wholly derived from the CW Entertainment sales system. The outturn has improved by 13 per cent over the same period in 2015-16, before this became a PI. This is due to effective marketing and sales by the business and the further maturing of some of the services offered.

Performance Indicator – 61

The average transaction value of all food and beverage sales at CW Entertainment by customers using the Zebra discount card

Q1



Service Comments

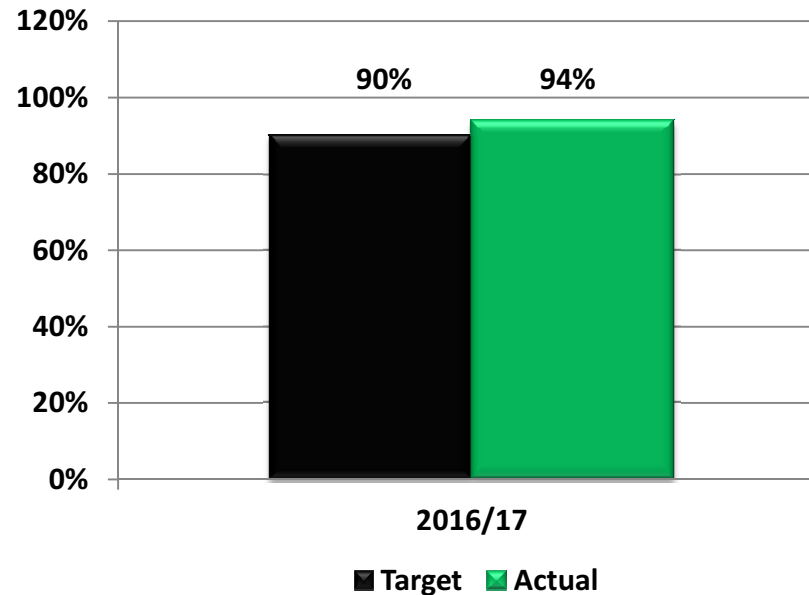
The same quarter in 2015-16 reported the average spend per head at £2.74 using a Zebra discount card, which was before this became a PI.

So there has been a 7 per cent rise over the year even though the average spend was just short of the Quarter 1 target.

Performance Indicator – 62

Percentage of customer satisfaction with value for money across all services offered by CW Entertainment

Q1

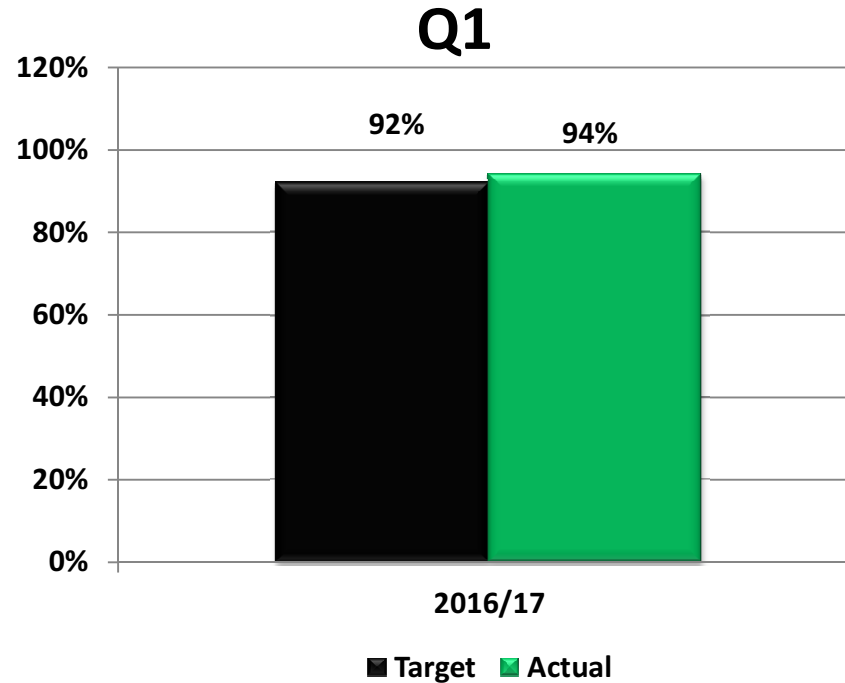


Service Comments

CW Entertainment continues to provide good value to its customers in comparison to the local competition, both in terms of price and the quality of the services delivered. In this case the outturn was 4 per cent higher than the Quarter 1 target.

Performance Indicator – 63

The percentage of customers 'satisfied' with all services and facilities offered by CW Entertainment



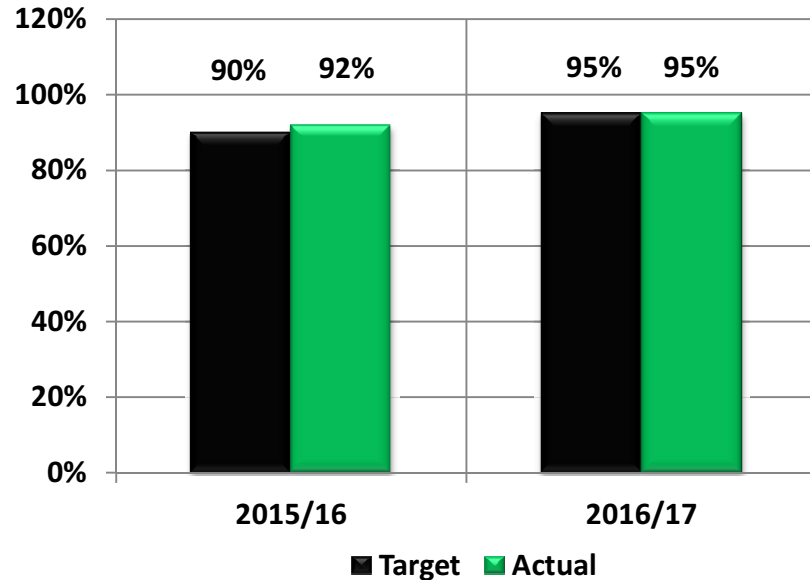
Service Comments

CW Entertainment's mystery shopper surveys, and other forms of customer feedback, are proving to be a useful and effective means of driving up satisfaction levels across the business. In this case the reported outturn was 2 per cent higher than the target in Quarter 1 for 2016-17.

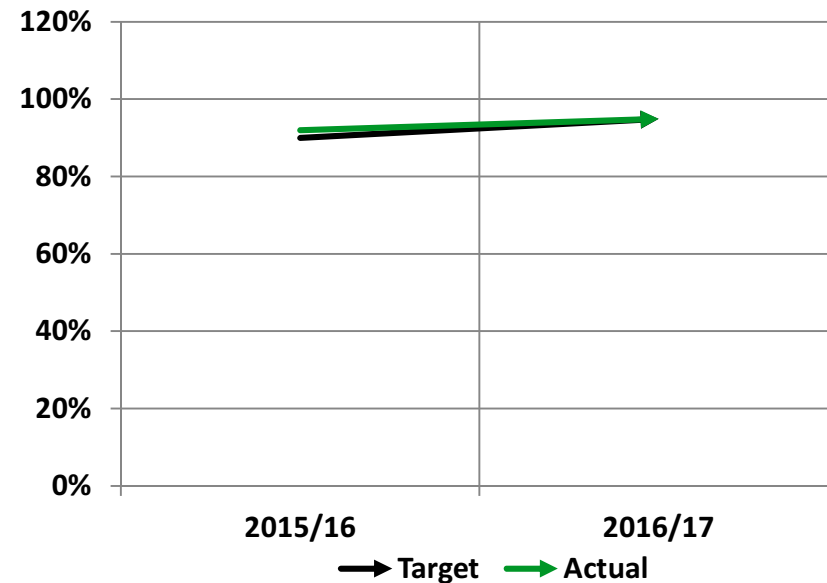
Performance Indicator – 37

The percentage of residents who 'feel safe' in their neighbourhoods during daylight

Q1



Performance Trend



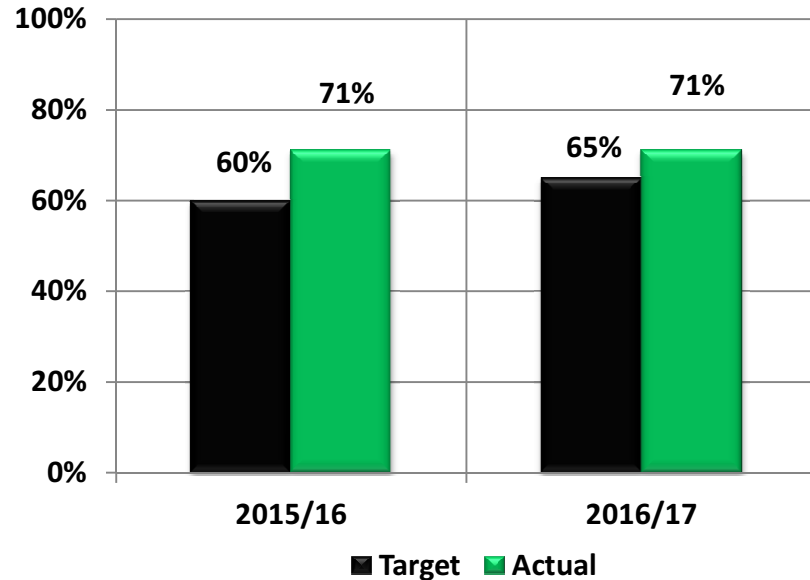
Service Comments

The Community Safety Partnerships is pleased that residents are feeling safer within their community during the day. The Community Safety Partnership has been a part of a few different events in both Welwyn Garden and Hatfield to get a better understanding of people's perceptions about the town centres and also explain a little bit about how to keep safe. Whilst we understand people's perceptions, it is often something that is difficult to change, however the partnership continues to work together to provide a safe environment for all.

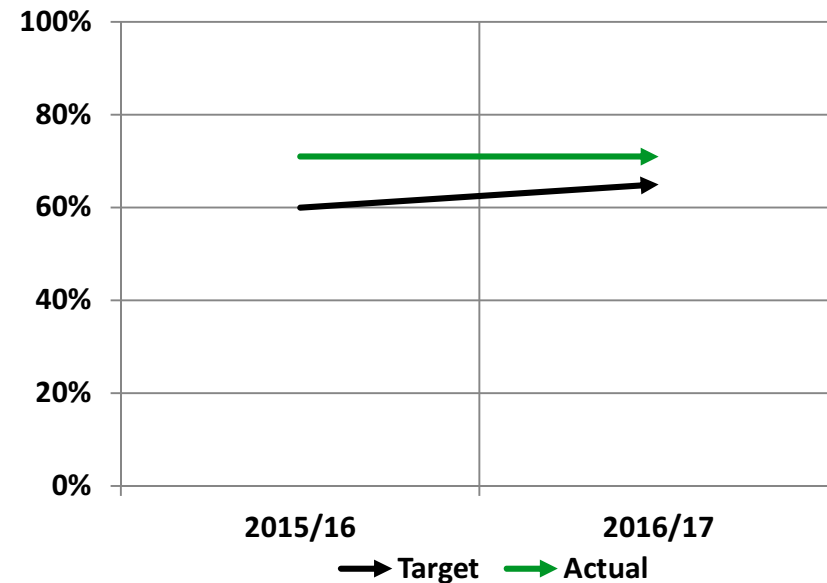
Performance Indicator – 38

The percentage of residents who 'feel safe' in their neighbourhoods *after dark*

Q1



Performance Trend



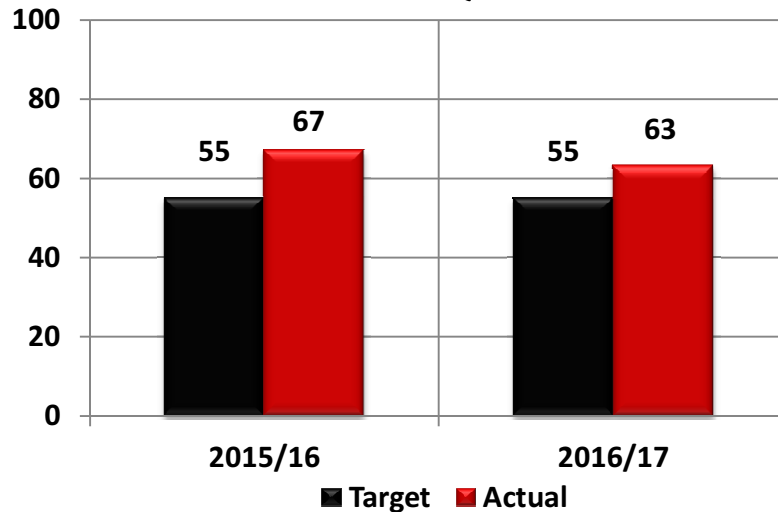
Service Comments

The Community Safety Partnerships is pleased that residents are feeling safer within their community at night. The Community Safety Partnership has been a part of a few different events in both Welwyn Garden and Hatfield to get a better understanding of people's perceptions about the town centres and also explain a little bit about how to keep safe. Whilst we understand people's perceptions, it is often something that is difficult to change, however the partnership continues to work together to provide a safe environment for all.

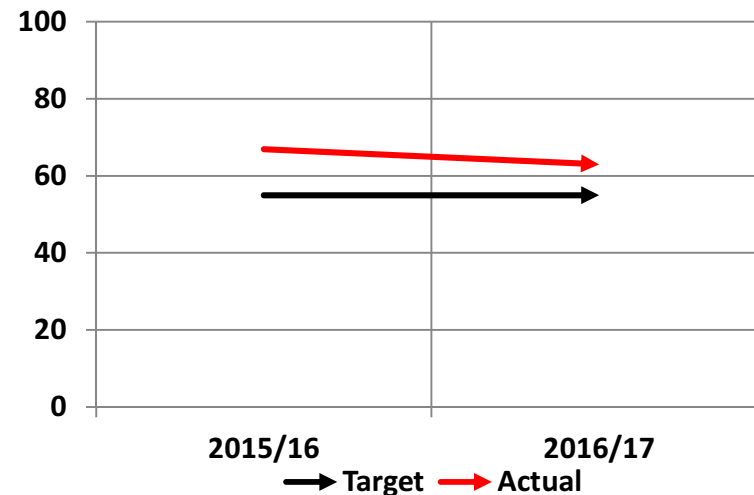
Performance Indicator – 35

Maximum number of households living in temporary accommodation in the borough

Q1



Performance Trend



Service Comments

The number of households living in temporary accommodation is influenced by a number of factors including the number of approaches made to the Housing Needs Team by homeless households; the time taken to assess homeless applications; and, where the homeless duty is accepted, the availability of suitable move-on accommodation.

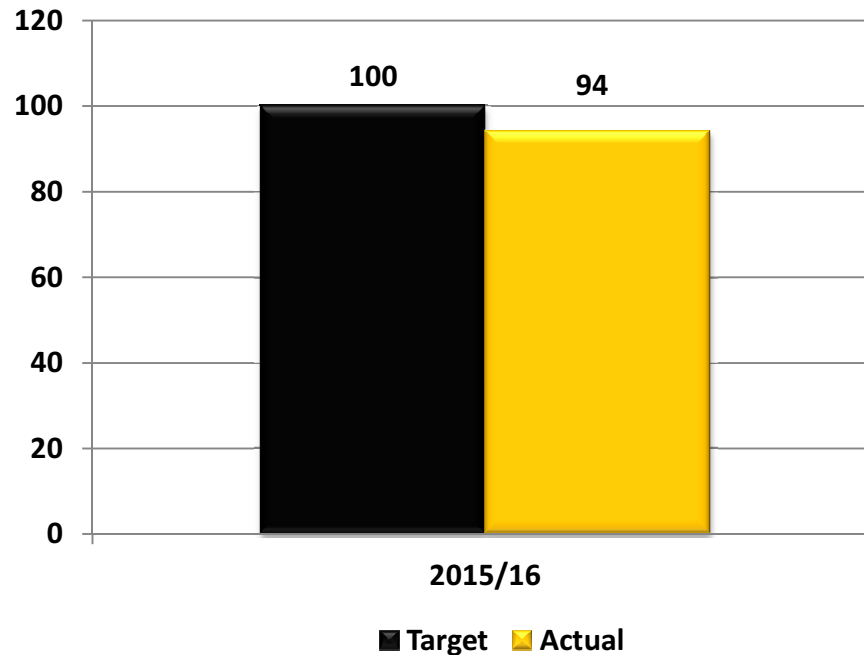
The number of households approaching the Housing Needs Team in June increased by 19 from the previous month. The increase in approaches has resulted in advice on housing benefit and DHP, requests for night shelters, advice on the Housing Needs Register and advice on private rented. The main reason for approaches continues to be loss of private rented accommodation and parental eviction. On average we are securing 2 properties per month for homeless families to move into. There are challenges around:

1. The Local Housing Allowance rate is below market rate by £250+ (so landlords will seek a market rent wherever possible);
2. Not all buy to let mortgages (the norm for most small landlords) will allow the landlord to let to people in receipt of benefit;
3. Some landlords have rent guarantee insurance, meaning that they cannot accept households in receipt of benefit or low income without a guarantor;
4. Some people have negative credit, this means that they cannot be put forward to letting agents as they would fail the credit checks. This also applies to people who solely rely on housing benefit.

Performance Indicator – 36

The number of Decent Homes Assessments undertaken in the Private Sector

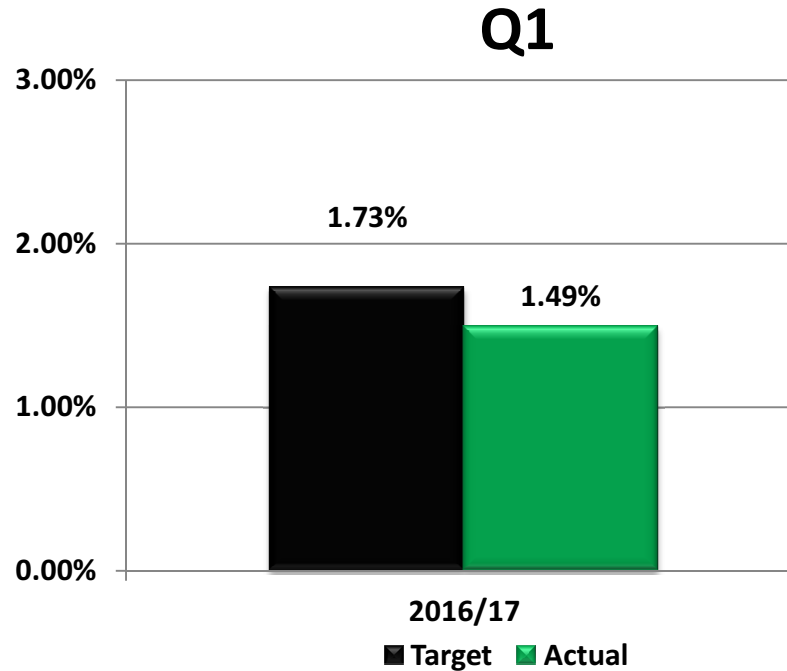
Q1



Service Comments

We have increased the annual target to 400 property inspections this year and hope to complete a minimum of 100 per quarter. We are slightly under target by 6 properties in this quarter, but expect to bring this up to target by Quarter 2.

Performance Indicator – 46 Current council tenant arrears as a percentage of the annual rent debit

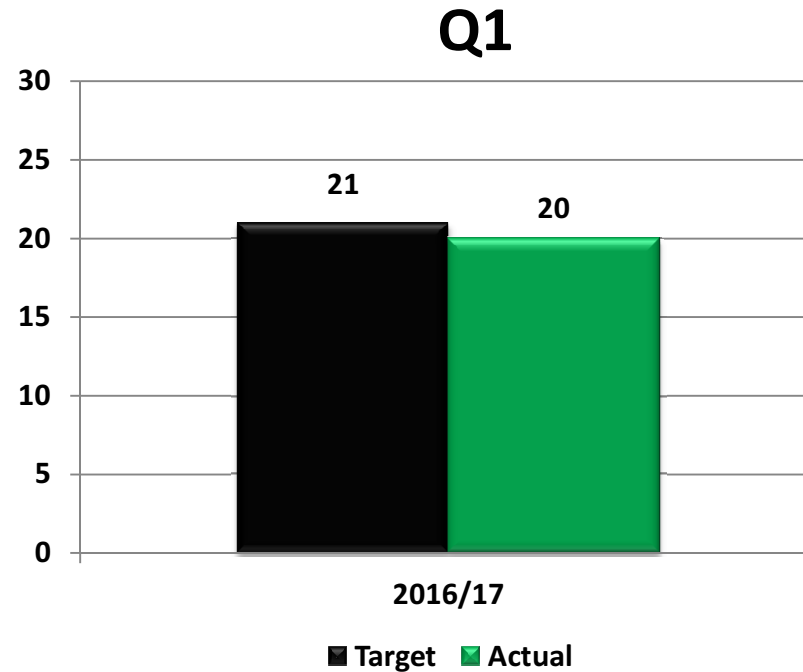


Service Comments

Performance is better than the equivalent period last year and within the target set. We can expect more challenges during the year to maintain this high level of performance, particularly as more claimants receive Universal Credit and other welfare reforms (such as a reduction in the Benefit Cap expected later this year) will have an impact. However, the results for Quarter 1 are positive and follow on from the excellent end of year performance.

Performance Indicator – 47

The average void property re-let time for standard council homes in days

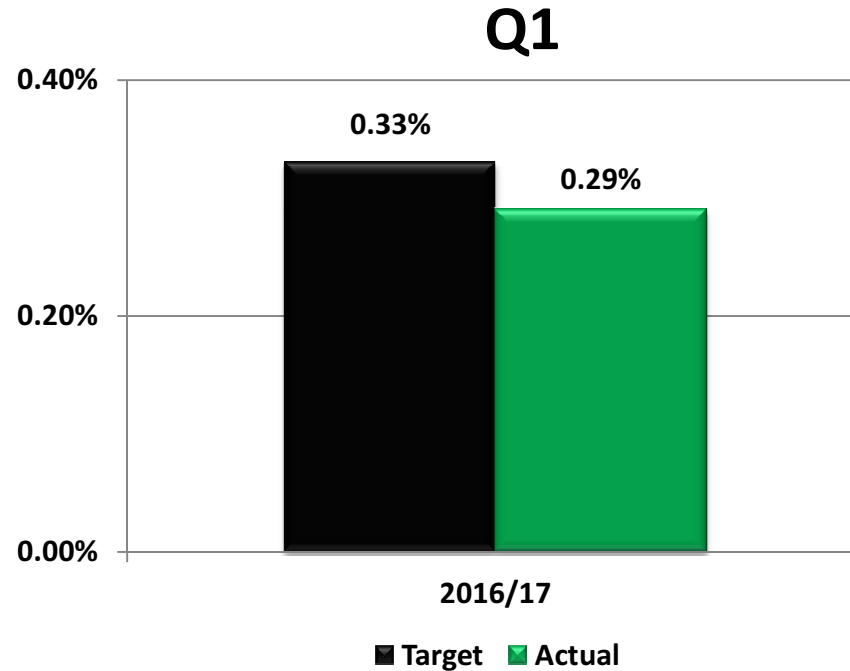


Service Comments

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Performance Indicator – 48

The percentage of council housing stock vacant due to standard voids



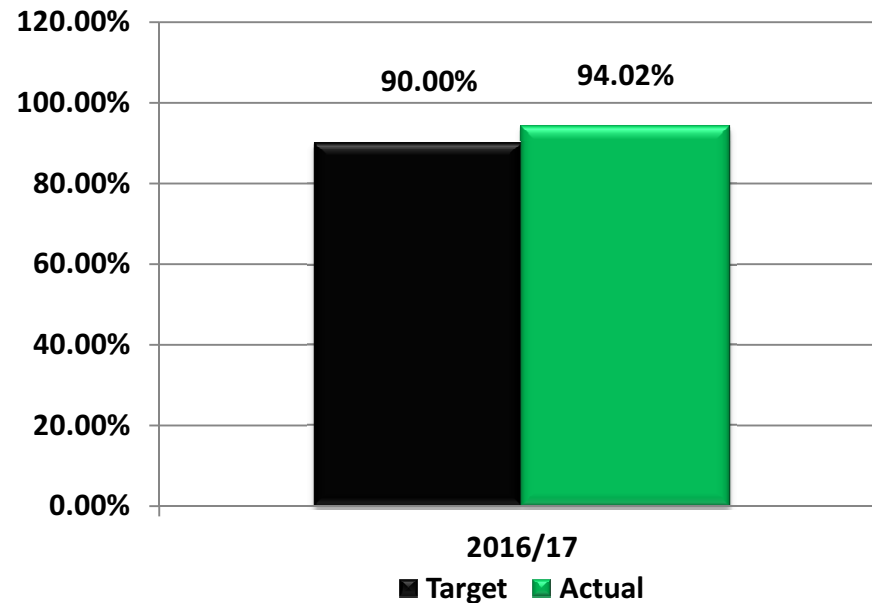
Service Comments

Performance is better than the equivalent period last year and within the target set. We can expect more challenges during the year to maintain this high level of performance, particularly as more claimants now receive Universal Credit and other welfare reforms (such as a reduction in the Benefit Cap expected later this year) will have an impact. However, the results for Quarter1 are positive and follow on from the excellent end of year performance.

Performance Indicator – 49

The percentage of housing repairs where work was completed right first time

Q1



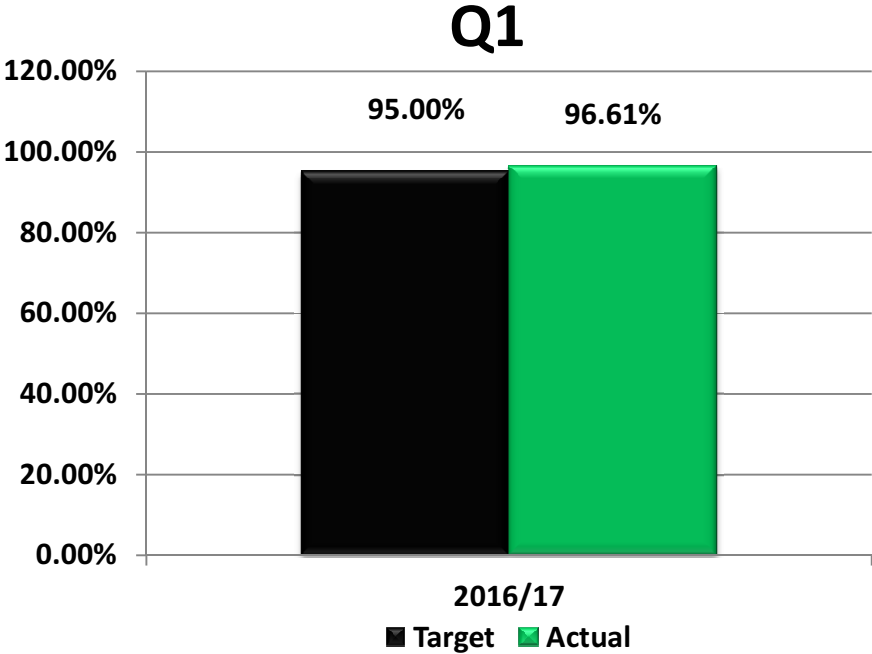
Service Comments

Work completed right first time is above the Quarter 1 target. Careful management of stock along with correct and accurate diagnosis by the Repairs Service Centre and Mears inspectors has helped to achieve this.

Weekly and monthly meetings are held between the Trust and Mears to validate all 'Right First Time' jobs and we continue to look at ways to improve the service further.

Performance Indicator – 50

The percentage of housing repairs appointments made and kept



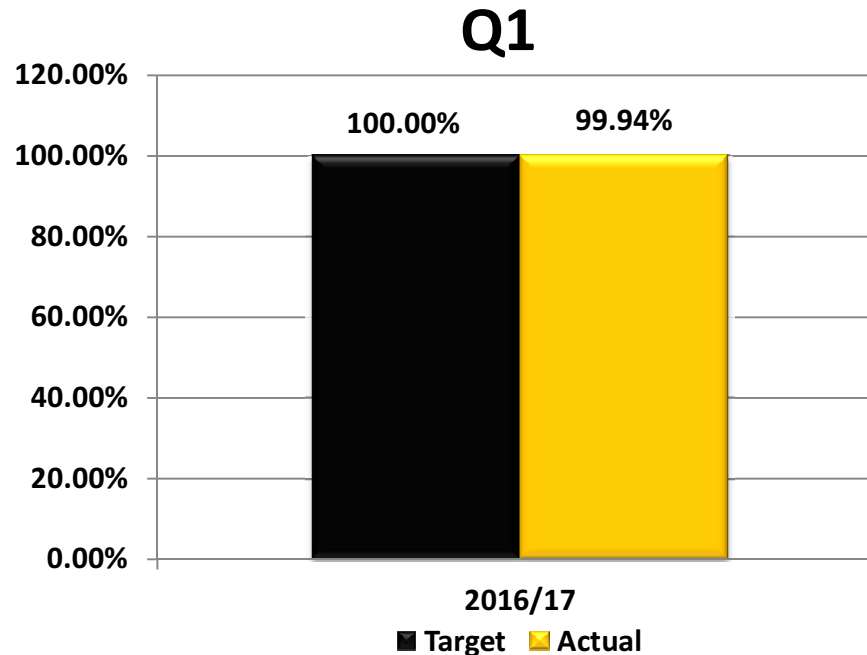
Service Comments

Appointments made and kept has achieved a strong performance for Quarter 1 and is currently up on the 2015-16 year end performance of 96.04%.

Re-organisation of the repairs teams for the Trust and Mears to enable them to work closely together has reduced duplications in the system and improved partnership working. We are now able in many cases to offer a same day service to residents for minor issues due to more efficient scheduling of jobs.

This has increased productivity from the operatives and led to improved satisfaction from our residents.

Performance Indicator – 51 The percentage of council properties with a valid gas safety certificate



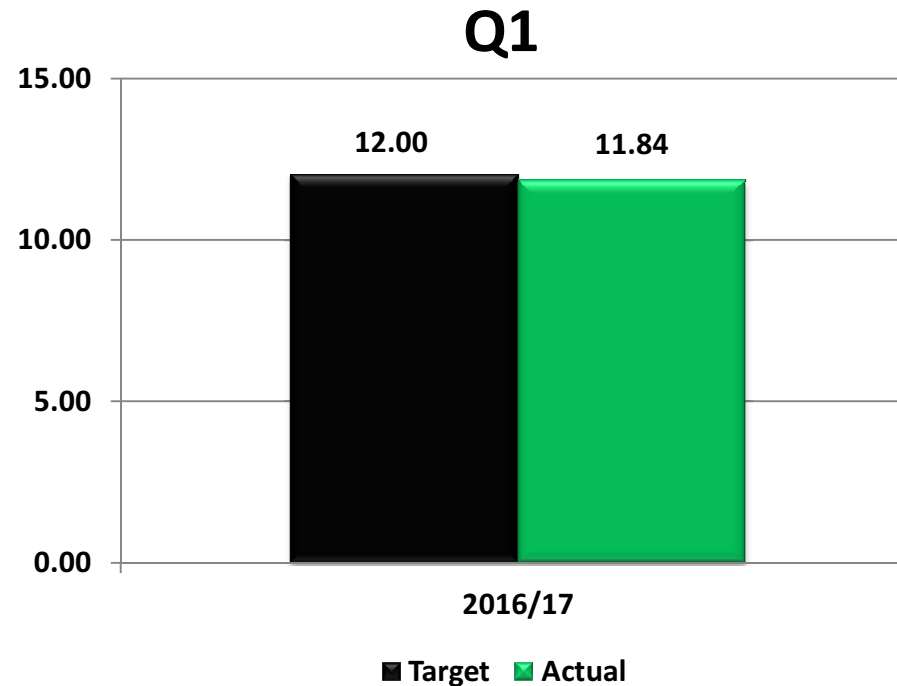
Service Comments

Overall compliance levels are consistently high and raise no significant risks. Performance has improved slightly from Q4 2015-16 at 99.77%. This percentage translates to just 5 properties falling out of compliance, all of which were being pursued with legal support to gain entry to them.

The compliance aspect of the service is conscientiously managed by the Property Services and Housing Management teams using a 30 day early warning system. Weekly reviews ensure pre-emptive action is taken and are a major factor in the risk management process.

Performance Indicator – 52

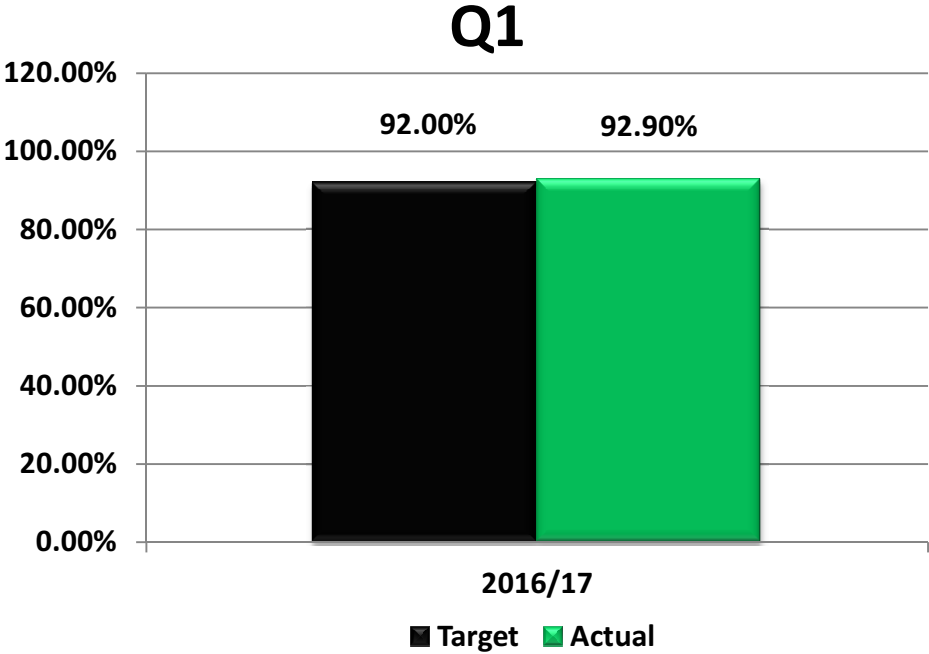
Average time in minutes for a mobile warden to attend the address in response to an Emergency Alarm call from the resident



Service Comments

A total of 80 emergency alarm calls from residents were responded to by the mobile warden service within Quarter 1. The average performance for this period is 11.84 minutes which is within the target of 12.00 minutes.

Performance Indicator – 55
The percentage of council tenants ‘satisfied’ overall with the housing responsive repairs service



Service Comments

Customer satisfaction levels for Quarter 1 has achieved 92.90% with a robust and proactive approach to contacting customers regarding their experience helping achieve this. We received 451 responses and, of these, 419 were satisfied. All surveys returned giving a score of 6 or below to the question ‘How would you rate your overall experience’ are fully investigated and we will re-attend to deal with any unresolved issues and feedback our findings to the tenant.