
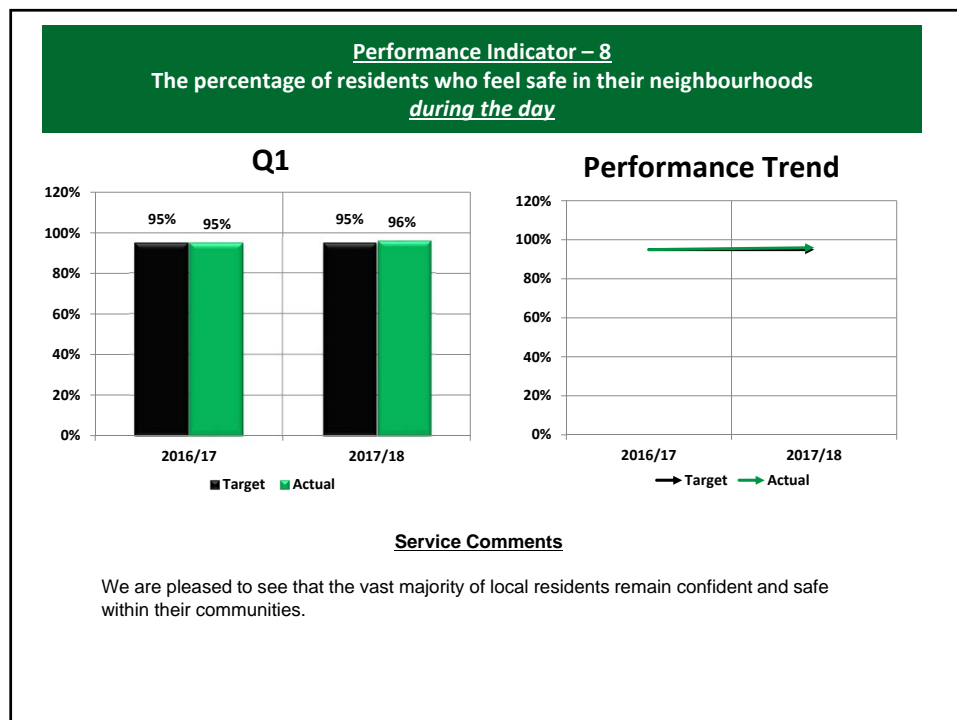


SOSC Performance Indicators

Quarter 1

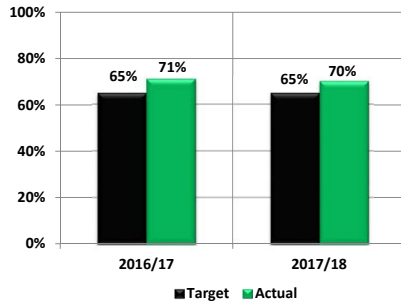
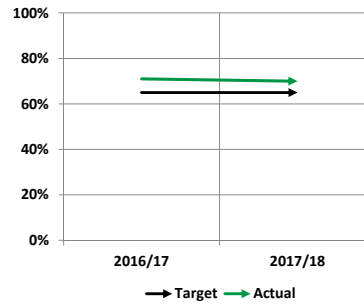
April - June 2017

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Head of Policy & Culture
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Performance Indicator – 9

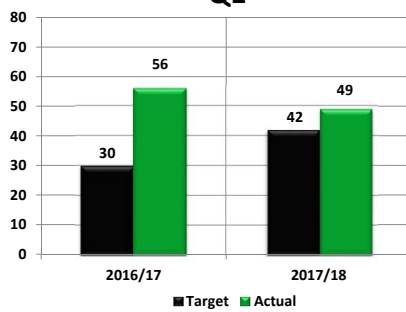
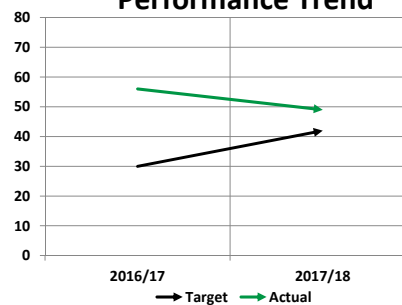
The percentage of residents who feel safe in their neighbourhoods
after dark

Q1**Performance Trend****Service Comments**

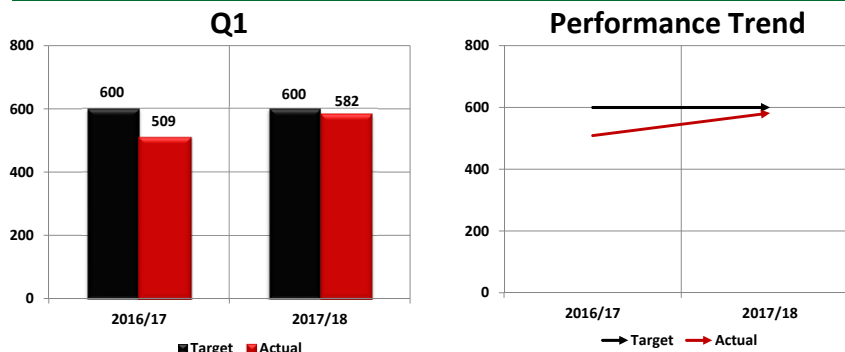
We are pleased that we continue to meet this target, albeit the outcome for this quarter was slightly lower than the outcome for the same period last year. It remains a high level of confidence.

Performance Indicator – 11

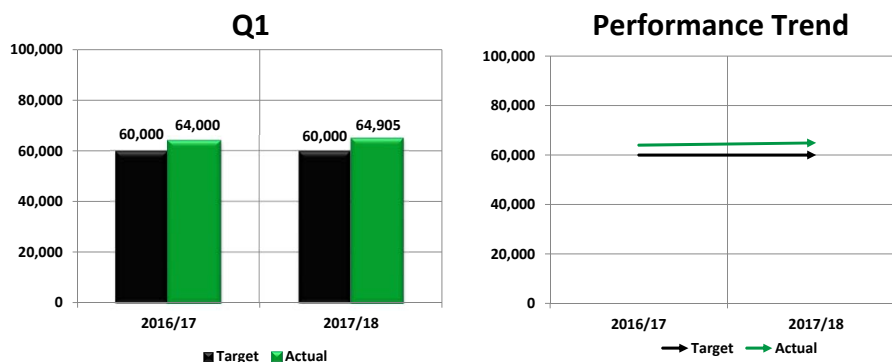
Visits to and use of local museums and galleries, in person
(per 1,000 population)

Q1**Performance Trend****Service Comments**

Quarter 1 is above the target but slightly down on the same period last year. Weather conditions always affect our visitor numbers. The Mayor's Garden Party was not held at Mill Green this year and the Mixed Group Garden Party was rescheduled to Quarter 2 in July. However the National Open Mills day in May was well attended. We also attended the WGC Food Festival in May and the Welwyn Fun Day in June. However we cannot accurately capture the number of people who engage with us when we take the museum out to external events. We now have 2,000 followers on Twitter and we have received a certificate of excellence from Trip Advisor in respect of the Roman Bath House in Welwyn.

Performance Indicator – 12**School group visits and use of museums and galleries****Service Comments**

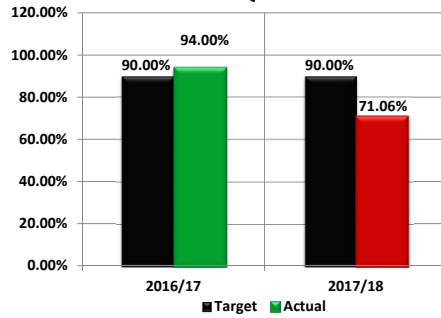
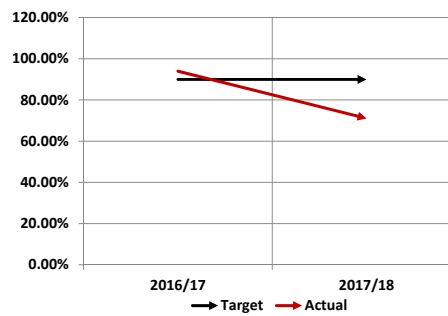
We are just below our target for this quarter but it is an improvement on the same period last year. We had just three schools visiting Mill Green in June despite the well balanced sessions we offer to them, and feedback is very positive from teachers. We need to better understand the reason some schools are not visiting. This could be due to transport costs, changes in teaching staff or the downward pressure on school budgets. By contrast school visits to the Roman Bath House were above target in the same period, and we are now attracting visits from some secondary schools as well as primary schools.

Performance Indicator – 13**The total number of tickets sold across all businesses at CW Entertainment, excluding private party bookings****Service Comments**

Despite ticket sales in RollerCity being below target, cinema ticket sales have been very good. So they have compensated for this and ensured the overall number of tickets sold have exceeded their target.

Performance Indicator – 14

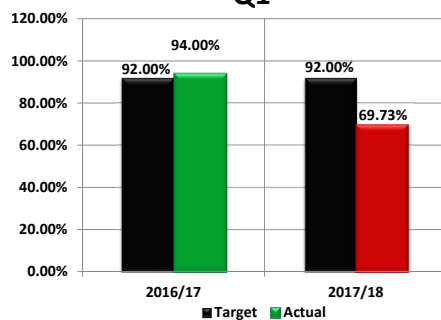
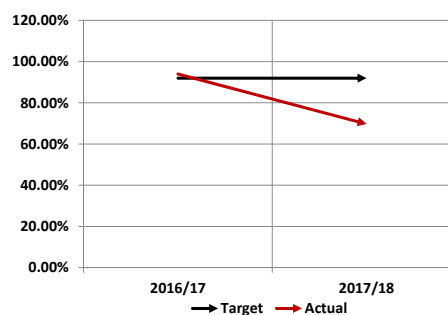
The percentage of customers satisfied with value for money across all services offered by CW Entertainment

Q1**Performance Trend****Service Comments**

Price increases, which were approved and implemented in January 2017, has lessened the public's perception that CW Entertainment provided as high value for money as it did before. This is particularly noticeable with the reduced number of admissions into Roller City over recent months and work is currently underway to address this.

Performance Indicator – 15

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

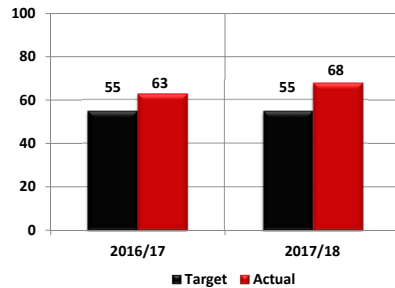
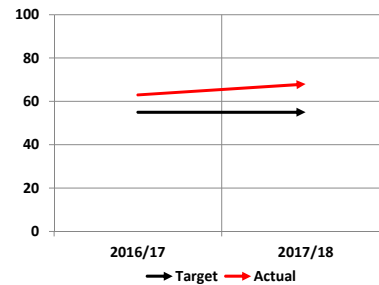
Q1**Performance Trend****Service Comments**

There are two emerging themes over this period. These relate to the provision of party food which we require all bookers to accept as part of their private hire of either Roller City or Soft Play City, and the Box Office telephone call wait time.

Both of these are being addressed, with changes to the food offering for private hire parties and improved hold information provided to callers when Box Office staff are busy.

Performance Indicator – 29

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

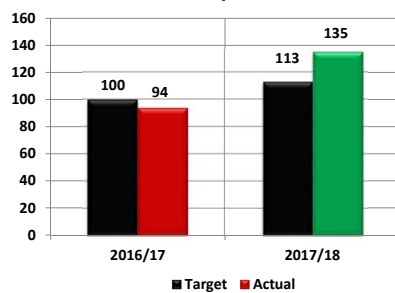
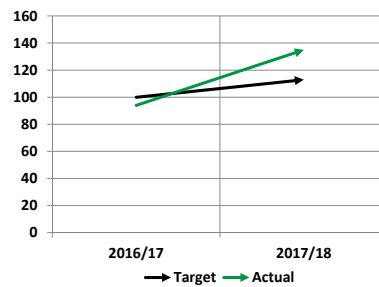
Q1**Performance Trend****Service Comments**

Although the number of households is higher than target we have seen a decrease in the number of households entering temporary accommodation over the past three months.

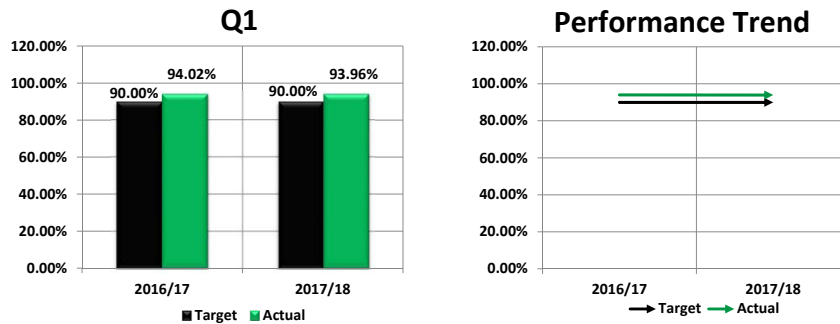
Trends are generally seasonal, as a similar reduction happened last year. The higher number of residents is due to both an increase in the average length of time taken to make a decision, due to the complexity of some cases, plus a lack of suitable permanent accommodation – which has led to an increase in the average length of time spent in temporary accommodation.

Performance Indicator – 30

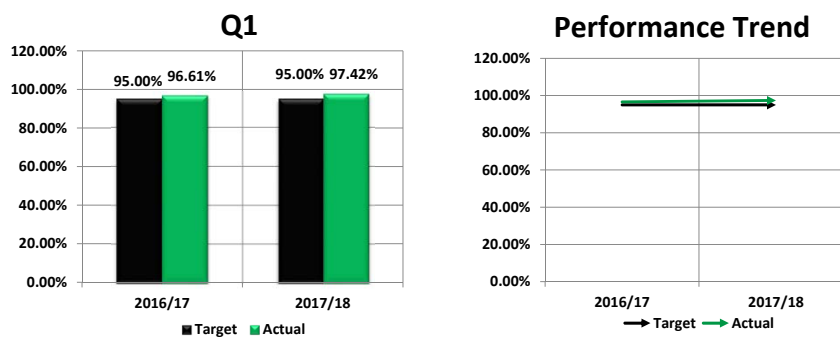
The number of Decent Homes Assessments undertaken in the Private Sector

Q1**Performance Trend****Service Comments**

The target has exceeded this quarter which provides a good foundation for the achievement of the annual target.

Performance Indicator – 31**The percentage of housing repairs where work was completed right first time****Service Comments**

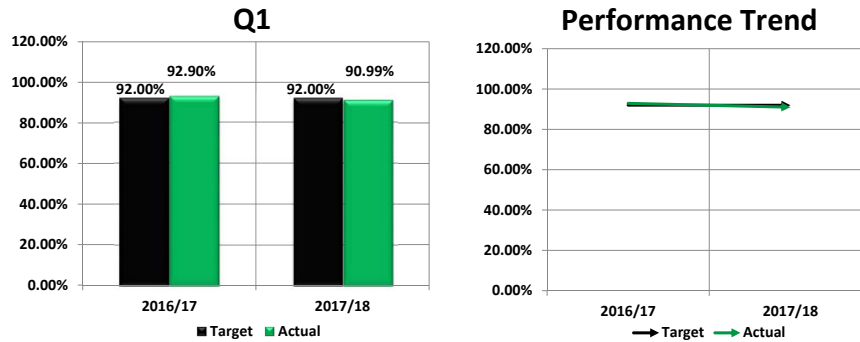
Performance remains strong and above target for quarter one at 3.96% above target. This PI measures all urgent and routine repairs, so we would expect a small proportion of repairs would not be completed in one visit (e.g. those involving scaffolding). The PI tries to reflect the residents' perception of the service.

Performance Indicator – 32**The percentage of housing repairs appointments made and kept****Service Comments**

Performance remains consistent with previous quarter and above target. Out of 7318 jobs, 189 jobs failed to keep their appointment slot. Further analysis will determine if there are any trends to types of work where these failures are occurring, or other reasons. From the results we can identify any areas to reduce failed appointments.

Performance Indicator – 33

The percentage of council tenants 'satisfied' overall with the housing responsive repairs service provided (based on the last repair completed)

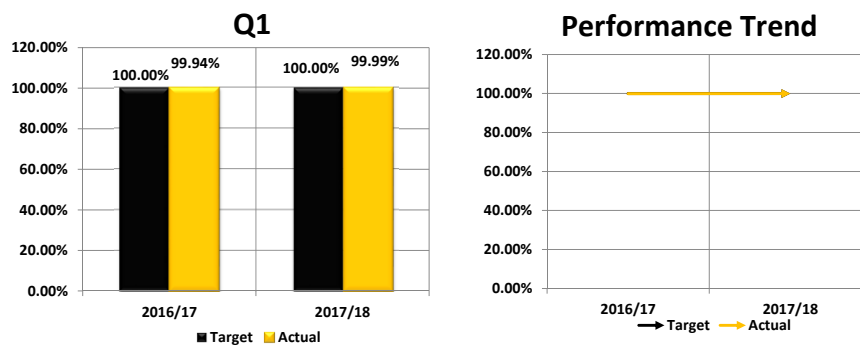
**Service Comments**

Performance is below target for quarter one but is within tolerance levels. There is a 1.3% drop in performance from quarter four 16/17. The main factor appears to be the length of time for repairs to be carried out, which can partly be attributed to delay in asbestos surveys, analysis and removal, which has now been remedied.

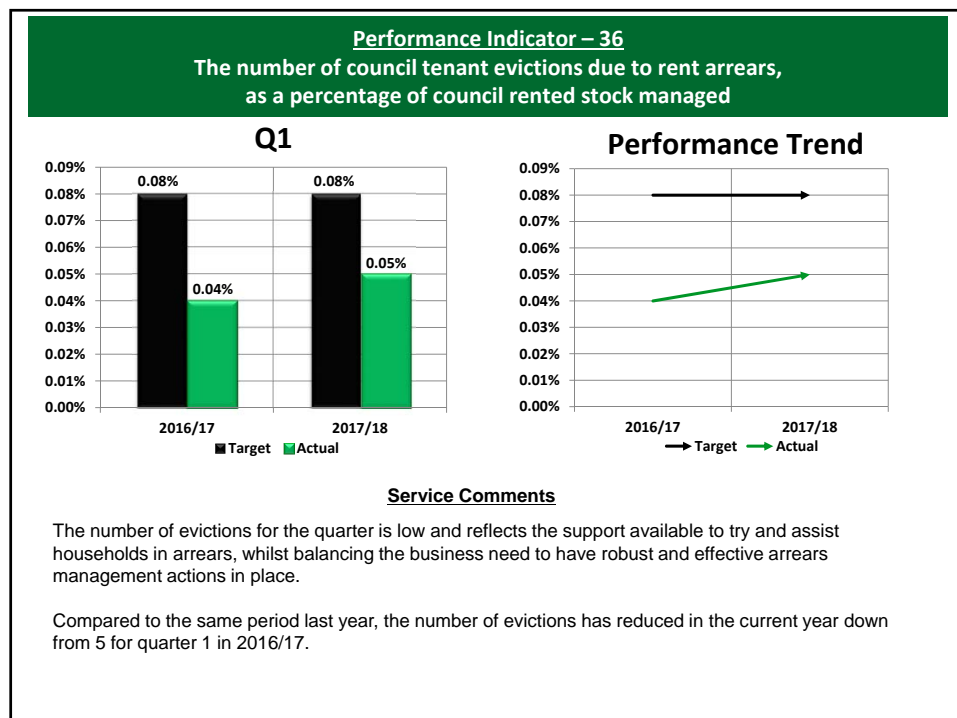
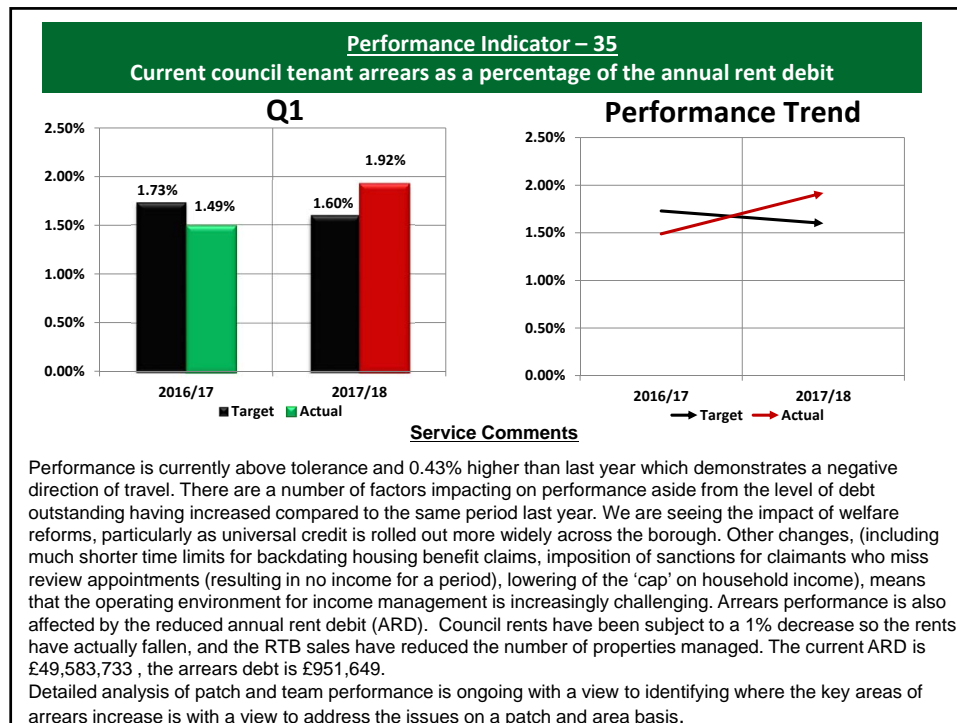
1501 surveys were sent out. 322 returned with 293 satisfied (21% response rate). We are recruiting three new management positions in the Property Services team. These have been vacant for many months/years and this is impacting overall on service provision.

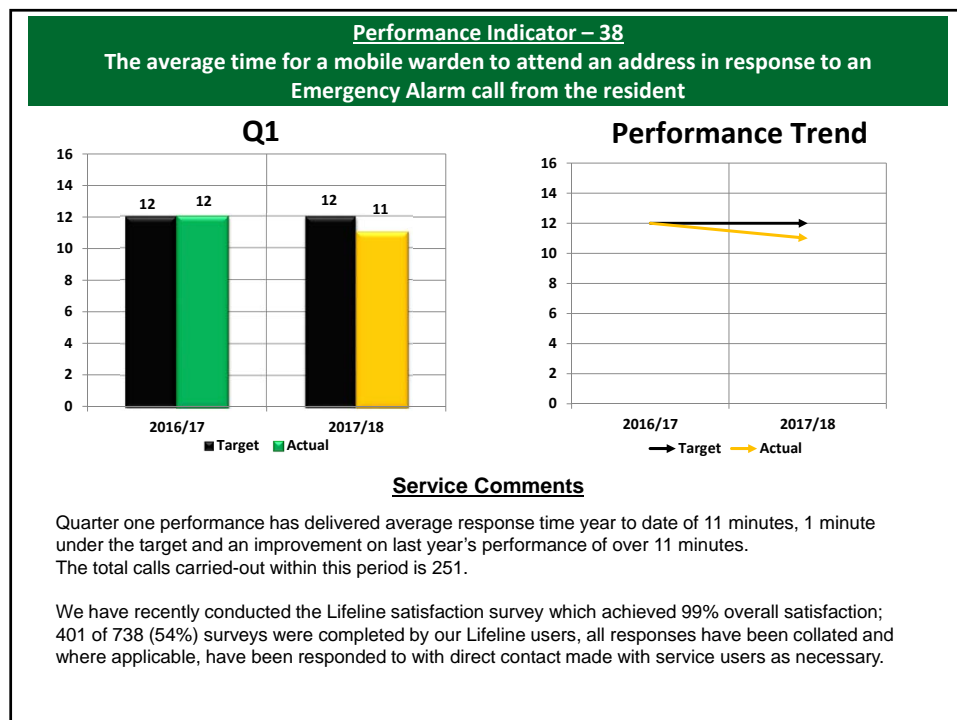
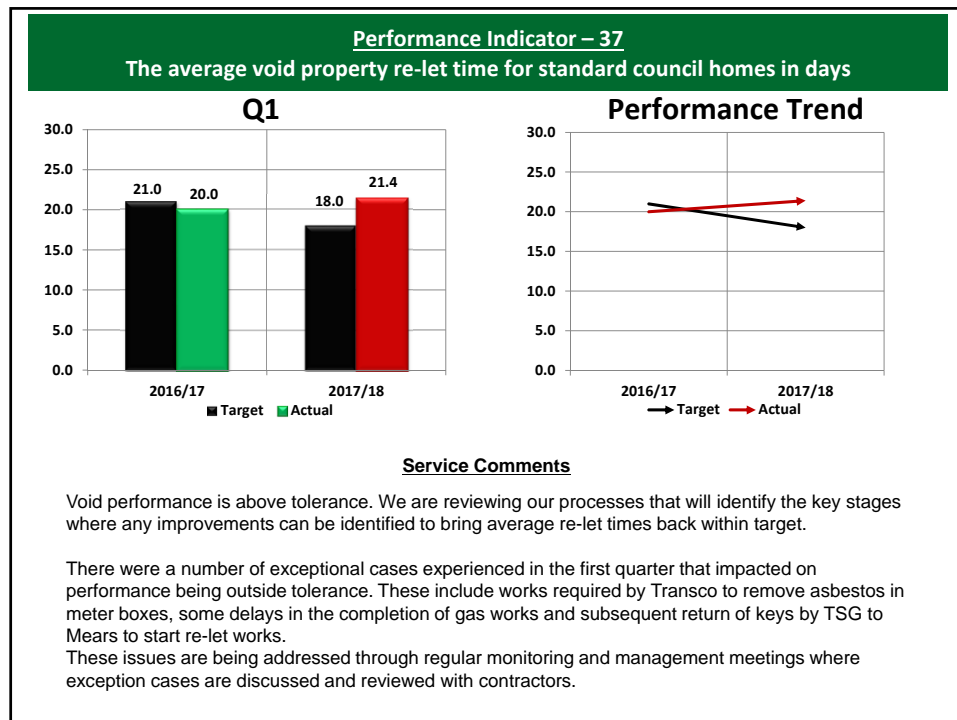
Performance Indicator – 34

The percentage of council properties with a valid gas safety certificate

**Service Comments**

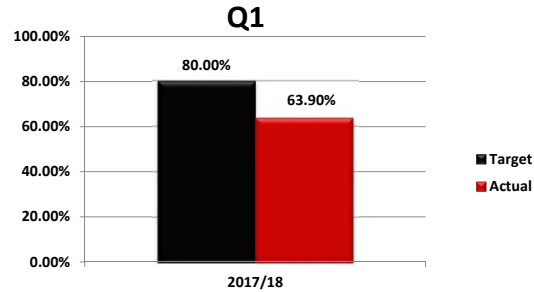
Performance for quarter one resulted in compliancy of 99.99% with one gas check outstanding (a property where there are ongoing access problems). To date this remains the one outstanding property requiring a gas safety inspection. LGSR compliancy reported 100% at close of May 2017.





Performance Indicator – 39

The percentage of customers within the last 12 months 'satisfied' with the way their housing complaint was handled

**Service Comments**

The performance for customer satisfaction with how complaints are handled within Housing & Communities is showing a turning point in April '17. Prior to this period the trend indicated a steady decline, but since April '17 performance has improved gradually month-on-month.

70% of complaints are in relation to Property Services. In the last twelve months this service has received 278 complaints and this must be viewed in terms of the volume of repairs delivered by this service; 22,087 repairs have been completed for the same period, this represents a ratio of 1.3% of complaints to completed repairs.

We are seeing some improvement in the complaints service around management of complaints and positive feedback regarding members of staff and teams, but the level of satisfaction is still below our expectations.

The feedback from customers' suggests the main underlying concern affecting all areas of satisfaction is the time taken for complaint resolution and being kept informed throughout the process.

We are confident that once the new manager posts in Property Services are recruited, action plans will be put in place to target areas that require service improvement.