



SOSC Performance Indicators

Quarter 3

October – December 2015

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**WELWYN
HATFIELD**

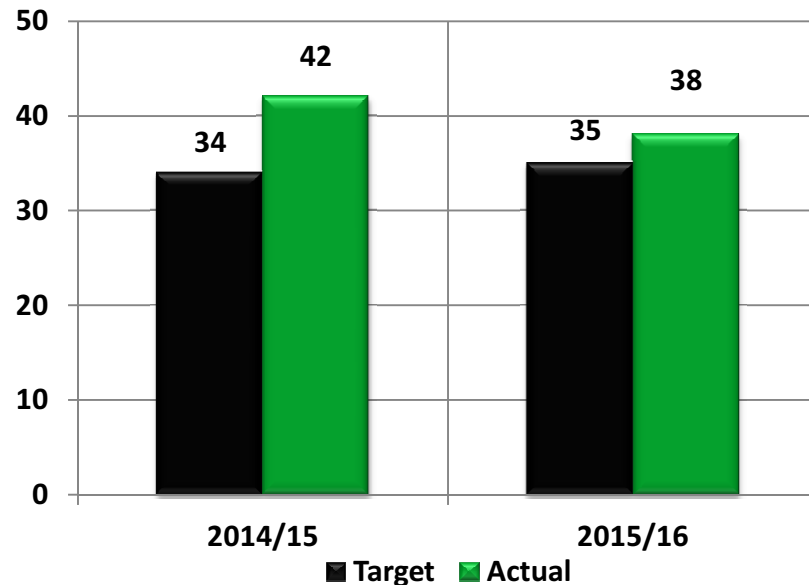
Quarter 3 – Performance Summary

PI No.	PI Description	Q3 2014-15		Q3 2015-16		Performance Trend
		Target	Actual	Target	Actual	
12	Visits and use of local museums and galleries in person (per 1,000 population)	34	42	35	38	
13	School group visits and use of museums and galleries	863	1,174	1,000	871	
35	Maximum number of households living in temporary accommodation in the borough	55	54	55	70	
36	Number of privately rented homes inspected to check their safety and management standards	88	104	88	127	
37	The percentage of residents who feel safe in their neighbourhoods <i>during daylight</i>	70%	93%	90%	95%	
38	The percentage of residents who feel safe in their neighbourhoods <i>after dark</i>	50%	57%	60%	71%	

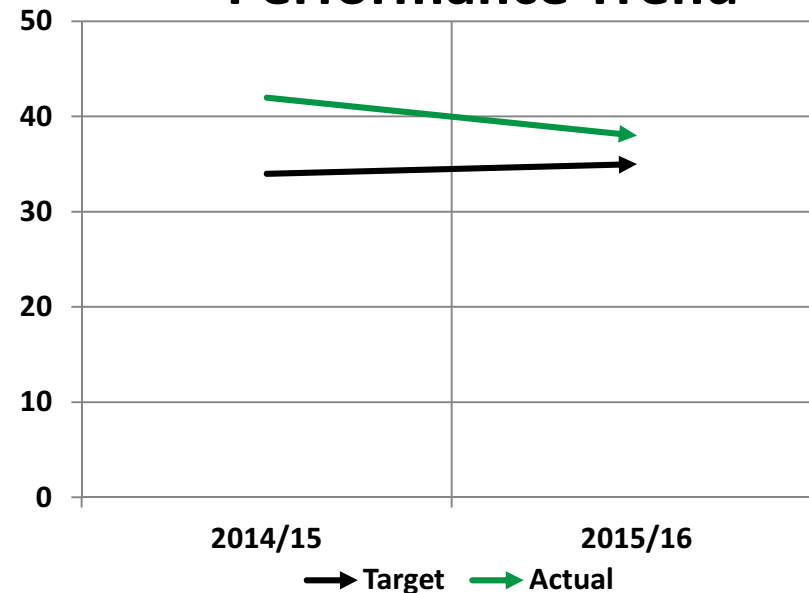
Performance Indicator – 12

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

Q3



Performance Trend

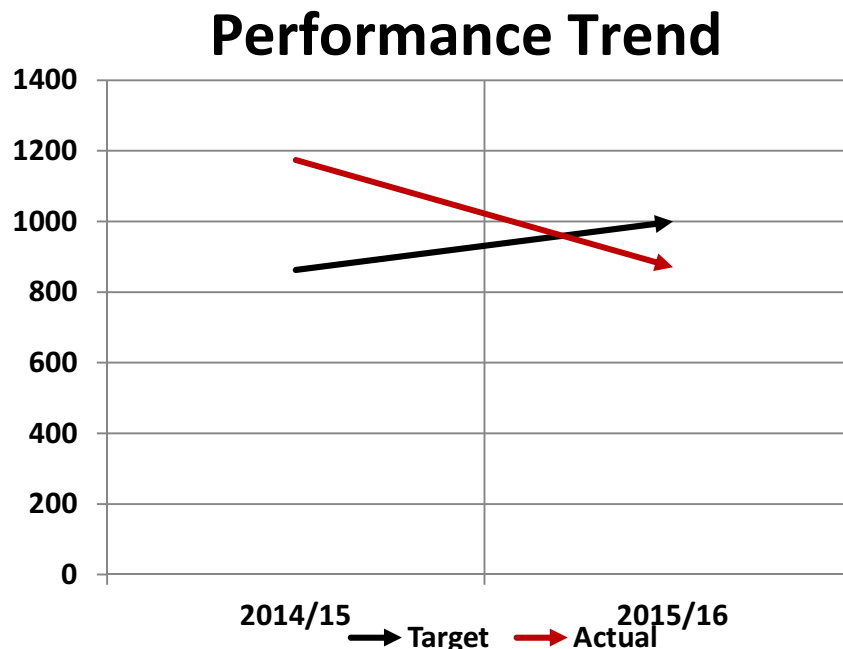
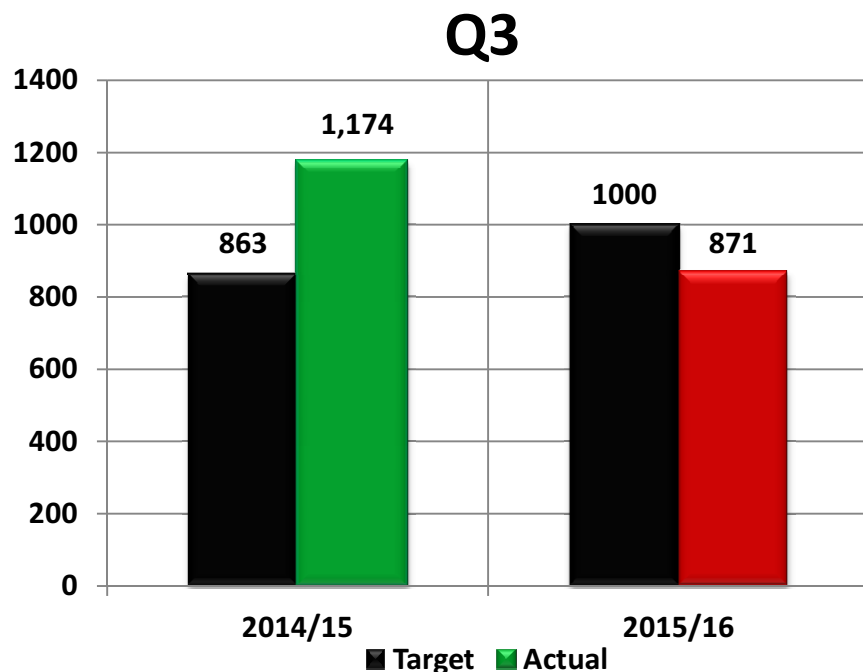


Service Comments

This quarter is above our target figure and is better than expected. It was achieved through the dedication and flexibility of our staff and volunteers who worked through some challenging weather conditions for our scheduled community events in Quarter 3. The wet autumn months followed the wet summer months for this service. We lost one of our three static marquees at Mill Green when Storm Clodagh hit in October. High gusting winds caused us to shut down the external part of our annual Victorian Christmas Fair on 30 November and the Wassail event was cancelled completely on 3 January due to very heavy rain. There is now limited indoor public space at Mill Green following the loss of the Study Room for public use, as a result of a recent Fire Risk Assessment. All Study Room lettings to external companies were cancelled following the Fire Risk Assessment report which has again affected our visitor numbers and our income. Despite the poor weather we did attract a better than expected number of loyal visitors who come year after year to these annual community events.

Performance Indicator – 13

School group visits and use of museums and galleries



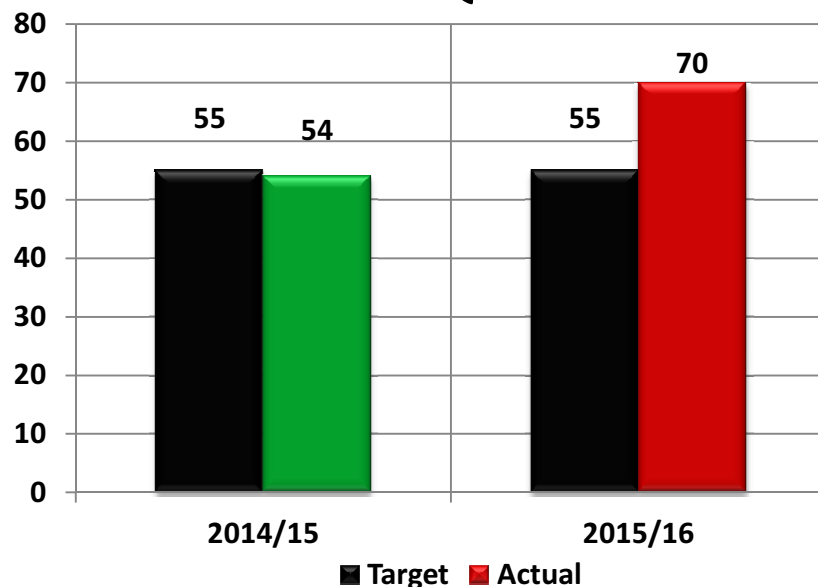
Service Comments

The loss of the Study Room for public use on fire safety grounds is starting to affect our delivery of taught sessions for schools. We have already lost one school visit that had 60 children due at Mill Green and the Roman Baths in December, with two others declining to visit in Quarter 4 with the limitations now in place. We have reconfigured how we deliver taught sessions involving the use of a Scout Hut in Welwyn at a minimal hire cost, but schools are not always choosing to visit. They would normally be at Mill Green where they would have the opportunity of visiting the Mill and Museum, making the trip out of the classroom a really good experience in one day. There is a real risk that once the schools find an alternative venue, or decide to bring re-enactors into school, it will be very hard to encourage them back even if a solution to the loss of the Study Room can be found. During warmer months we have the use of the garden marquees. The good numbers of the previous two quarters should help us to achieve our yearly target, but Quarter 4 will be challenging and will give us a good indication of the impact of the loss of the Study Room.

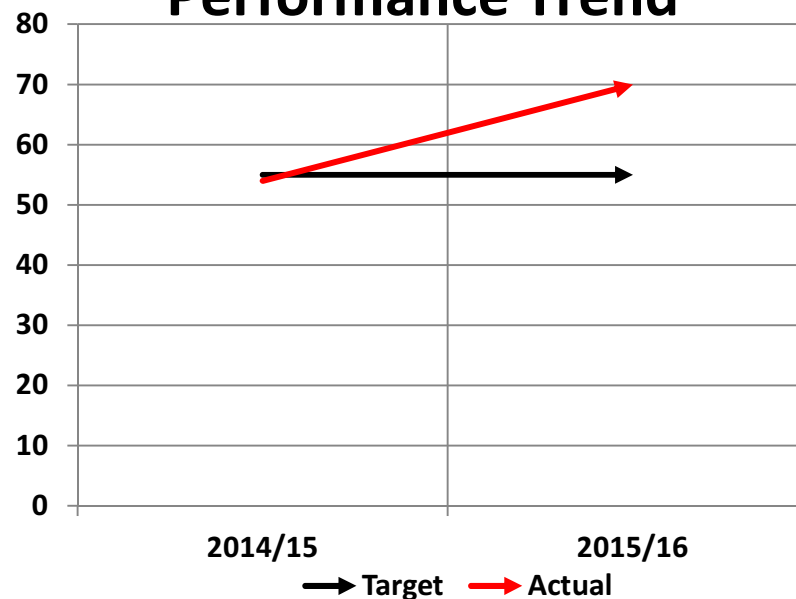
Performance Indicator – 35

Maximum number of households living in temporary accommodation in the borough

Q3



Performance Trend



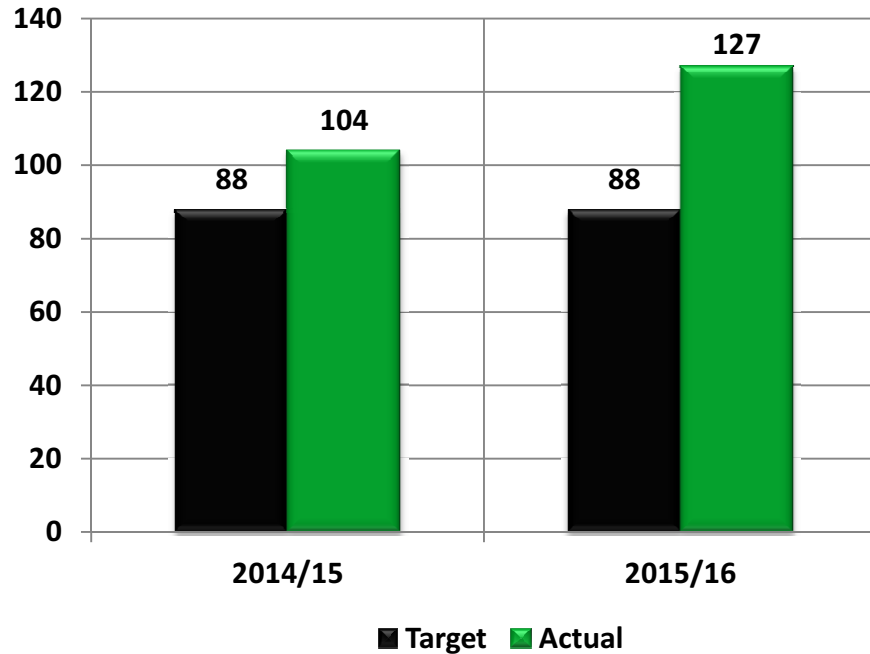
Service Comments

We have seen a large volume of households coming into temporary accommodation this quarter where we have had duties to accommodate. There have been two significant factors, an increase in evictions from the private sector, with many private landlords stating they are seeking to sell their properties due to the increased values available on the open market. This has coincided with a reduction in the numbers of people we have been successful in moving into private sector accommodation, thus preventing their homelessness in the first place. The increase in market rents has been a contributing factor in this locally. We have a new officer starting in the team who will specialise in liaising with landlords locally and facilitating moves for our customers into the private sector. We hope that this will have some impact on reducing numbers in temporary accommodation in time. As previously highlighted, domestic abuse continues to be a significant factor in households approaching as homeless. We are working hard with our partners to provide solutions to households that do not always involve moving into refuge accommodation. As well as this, we continue to monitor closely caseloads of officers to ensure good quality housing advice is being offered, and that fair and robust decision making is being taken on homelessness applications.

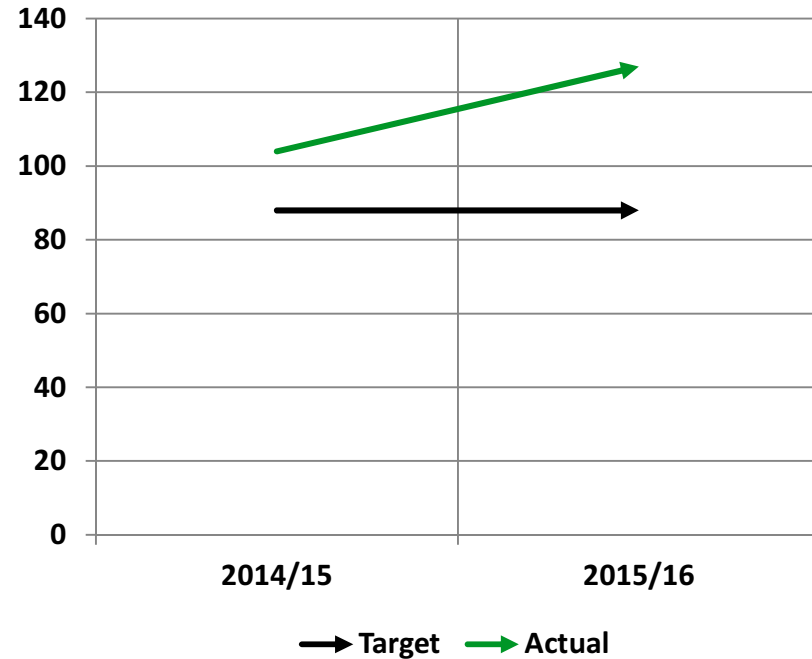
Performance Indicator – 36

Number of privately rented homes inspected to check their safety and management standards

Q3



Performance Trend

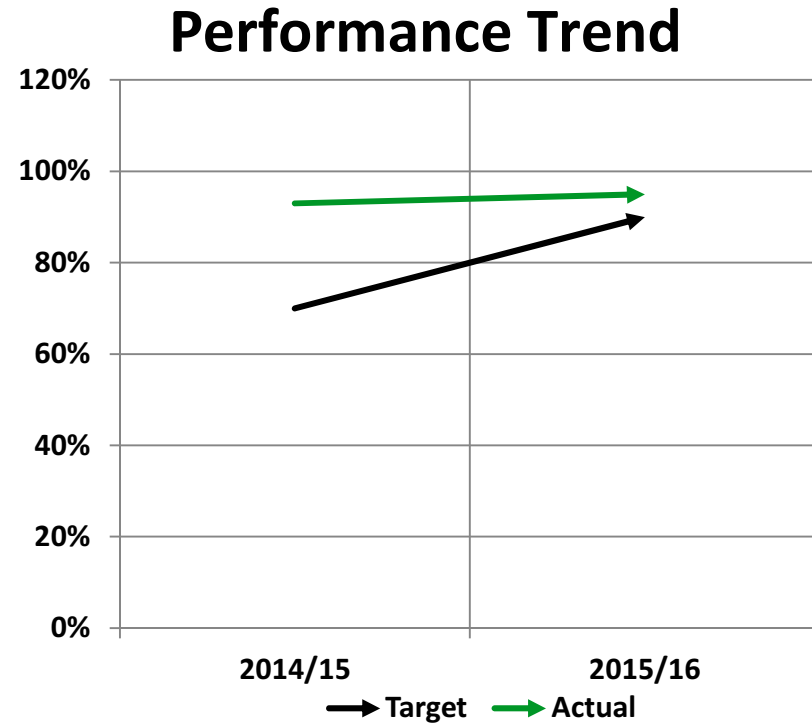
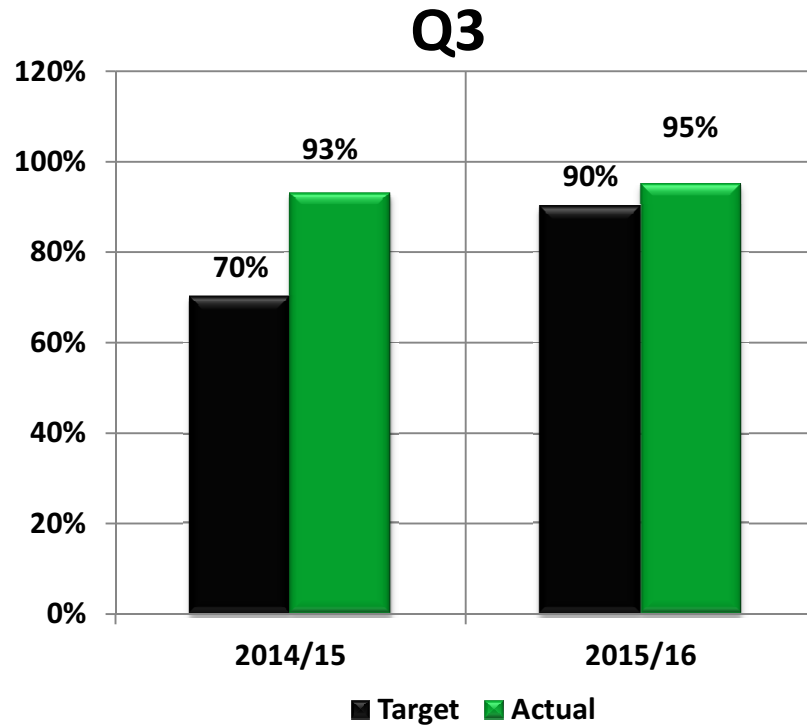


Service Comments

We have exceeded our target for Quarter 3.

Performance Indicator – 37

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

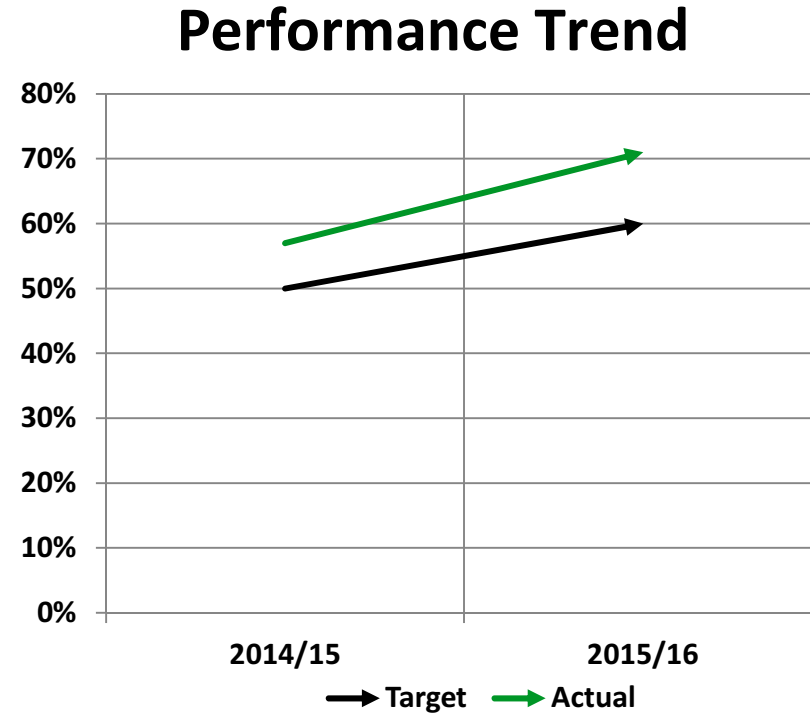
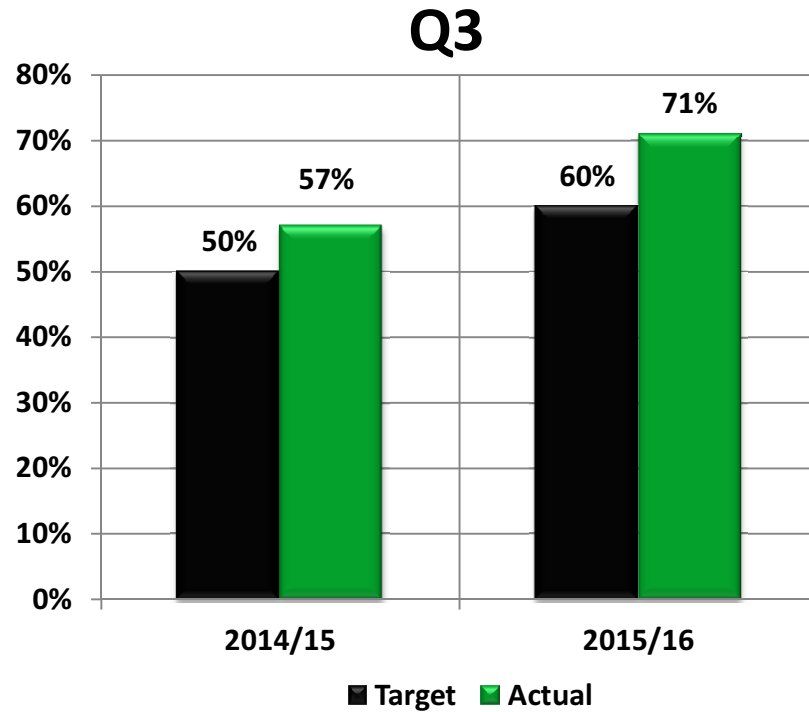


Service Comments

We are pleased to see that levels of perception of safety both after dark and in daylight are very high and above the targets set.

Performance Indicator – 38

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



Service Comments

We are pleased to see that levels of perception of safety both after dark and in daylight are very high and above the targets set.