



**WELWYN
HATFIELD**

Working better, together

SOSC Performance Indicators

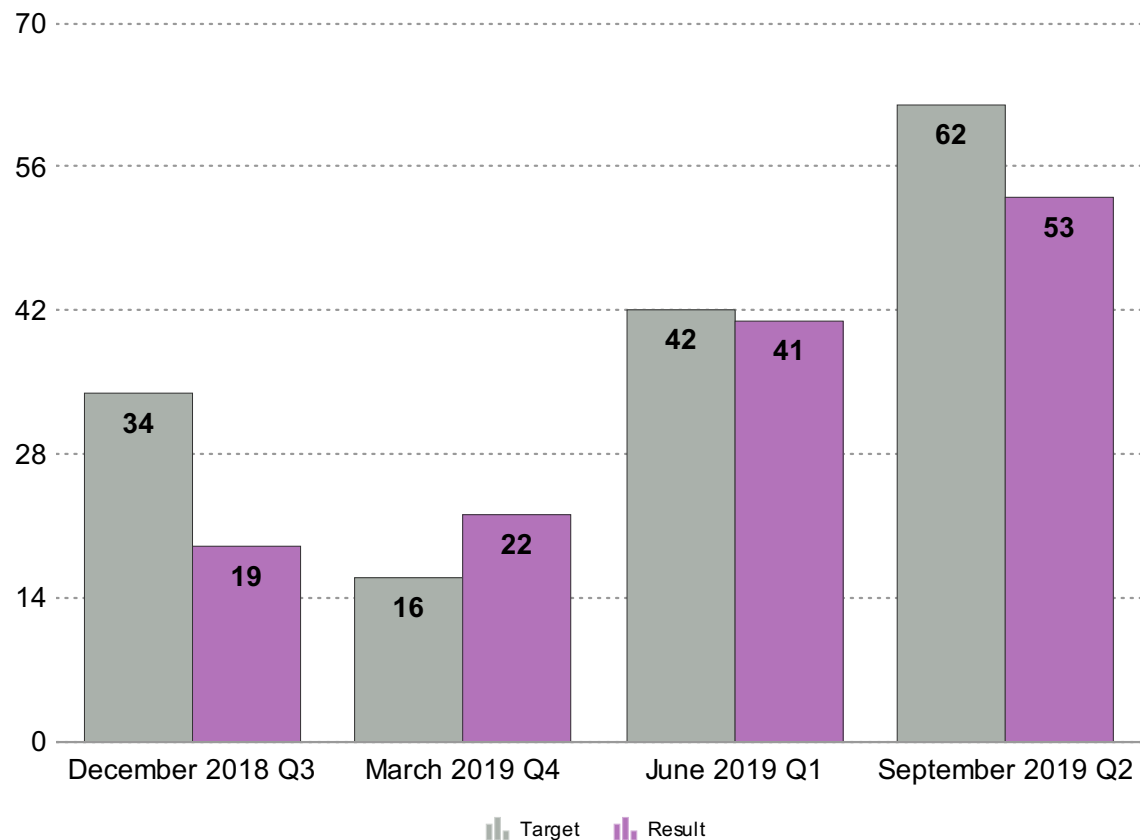
Quarter 2

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

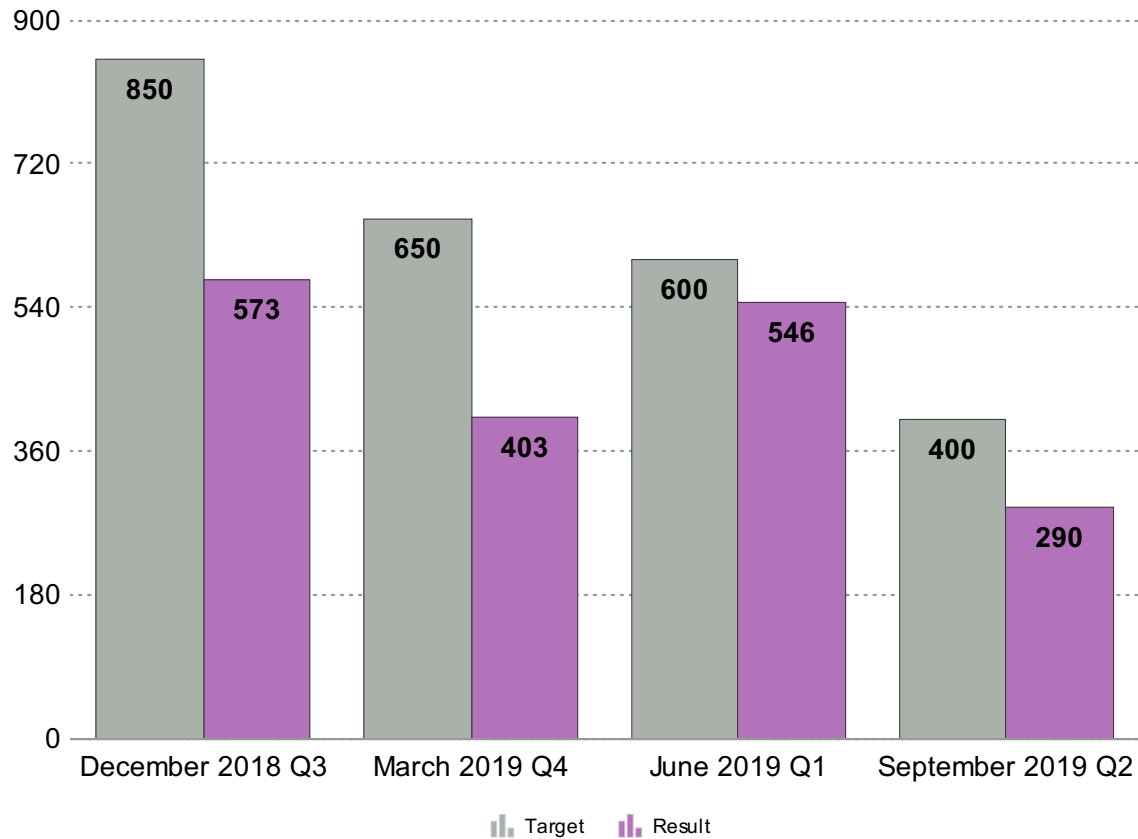
The Museum Service

We are disappointed to be below target despite a busy summer holiday period with many new families enjoying a varied number of themed activities. These included a very successful Vintage Day in July and a Teddy Bear Fun Day in August. The Herts CC Virtual School were only able to operate the Miller's Tearoom for 4 weeks in August - usually they are on site for 6-7 weeks - which we think has impacted on visitor numbers. Our recent recruitment of a part time Café Supervisor will significantly improve our catering offer and income as we move into 2020-21 and draw more casual visitors to Mill Green.

<i>Quarter 2 Summary</i>					
Target	Tolerance	Q2	Method	YTD	Last year
62	59	53	123	94	54

BPI 12

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



Notes

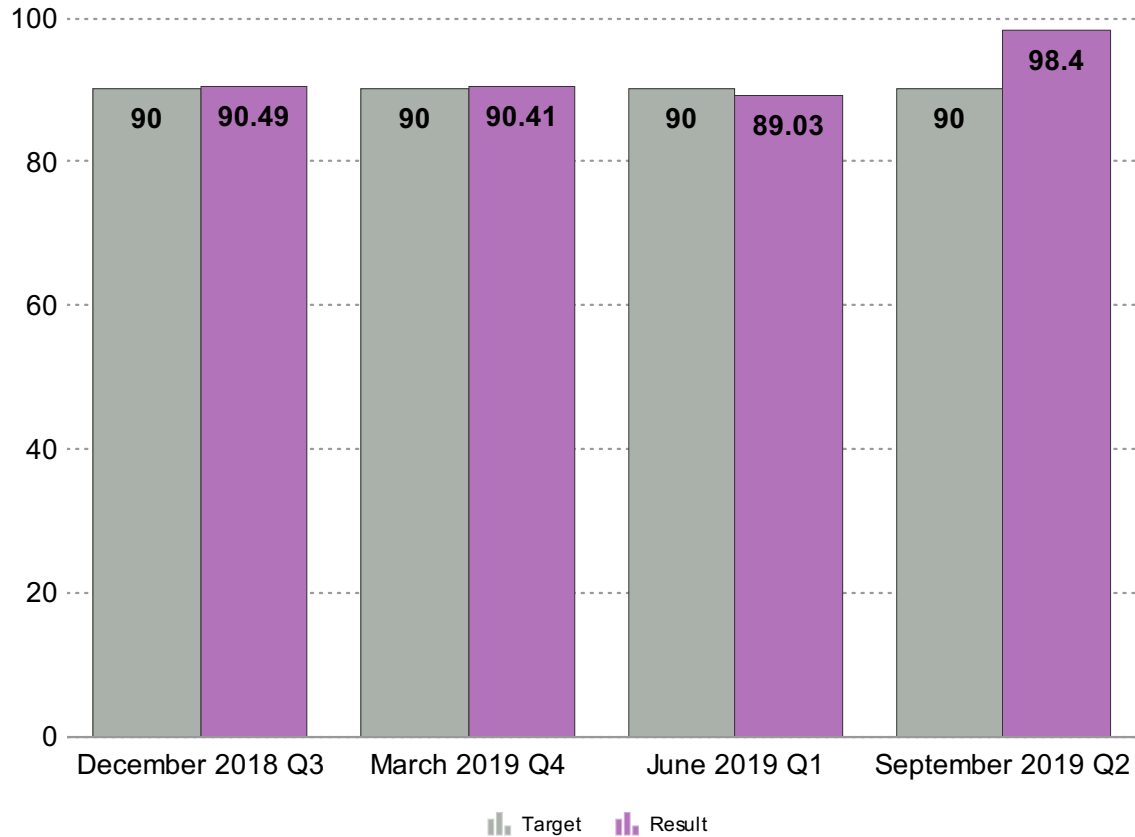
The Museum Service

Not meeting the Quarter 2 target was expected as we only had a Learning Officer in post for 20 weeks this year. 10 of these weeks were taken up in delivering holiday activities over the late Spring and Summer periods. The Officer left at the end of August for a full time post elsewhere and we are in the process of replacing this 22.5 hours per week role. Staff and volunteers are working hard to deliver all taught sessions to honour the school bookings made for the autumn months to maintain our high standards. Teacher feedback has been very positive this year with much larger school groups now wishing to attend to help with their transport costs. However this does put pressure on both of our managed sites and the staff and volunteers who work on these visits. We are expecting performance to improve over Quarters 3 and 4 as staffing levels return to their full complement at the Museum Service.

Quarter 2 Summary					
Target	Tolerance	Q2	Method	YTD	Last year
400	375	290	123	836	567

BPI 14

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



Notes

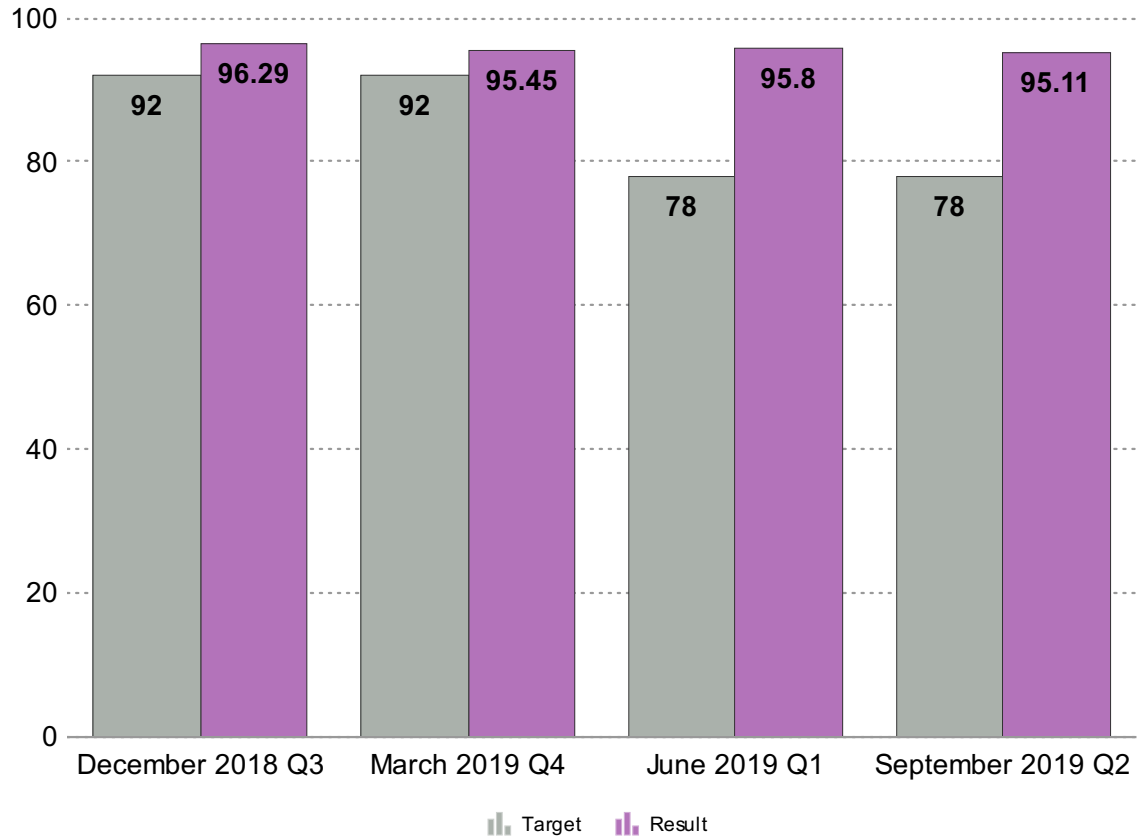
Campus West

There has been an almost 10 per cent increase in reported value for money across the business in Quarter 2. The most notable change has been among our customers attending Cinema and Event Cinema which remain very popular. There have also been smaller reported increases in value for money for Roller City and Soft Play City. The continuing use of the Zebra Discount Card is a factor in this.

Quarter 2 Summary					
Target	Tolerance	Q2	Method	YTD	Last year
90	88	98.4	%	93.88	91.03

BPI 15

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



Notes

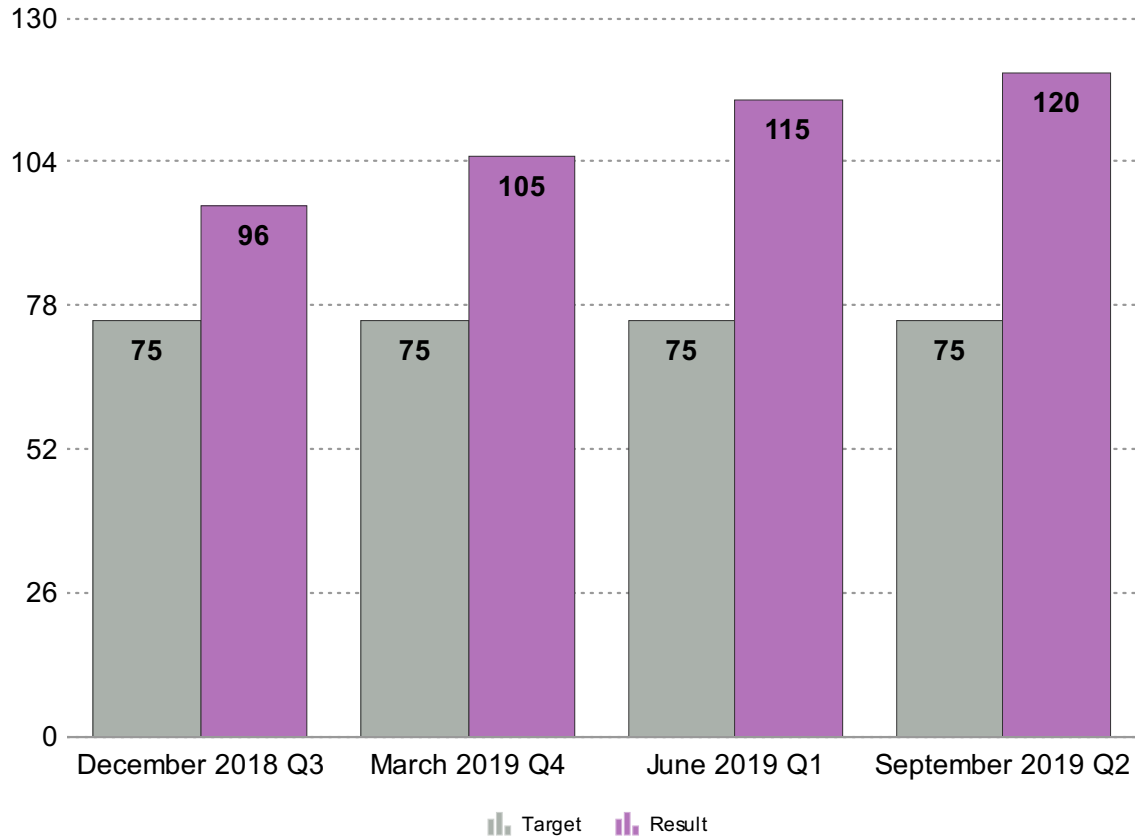
Campus West

Overall customer satisfaction in Quarter 2 is directly comparable with Quarter 1 which provides us with assurance that service standards are being maintained at an acceptably high level across the business at this time.

Quarter 2 Summary					
Target	Tolerance	Q2	Method	YTD	Last year
78	76	95.11	%	95.11	96.29

BPI 29

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



Notes

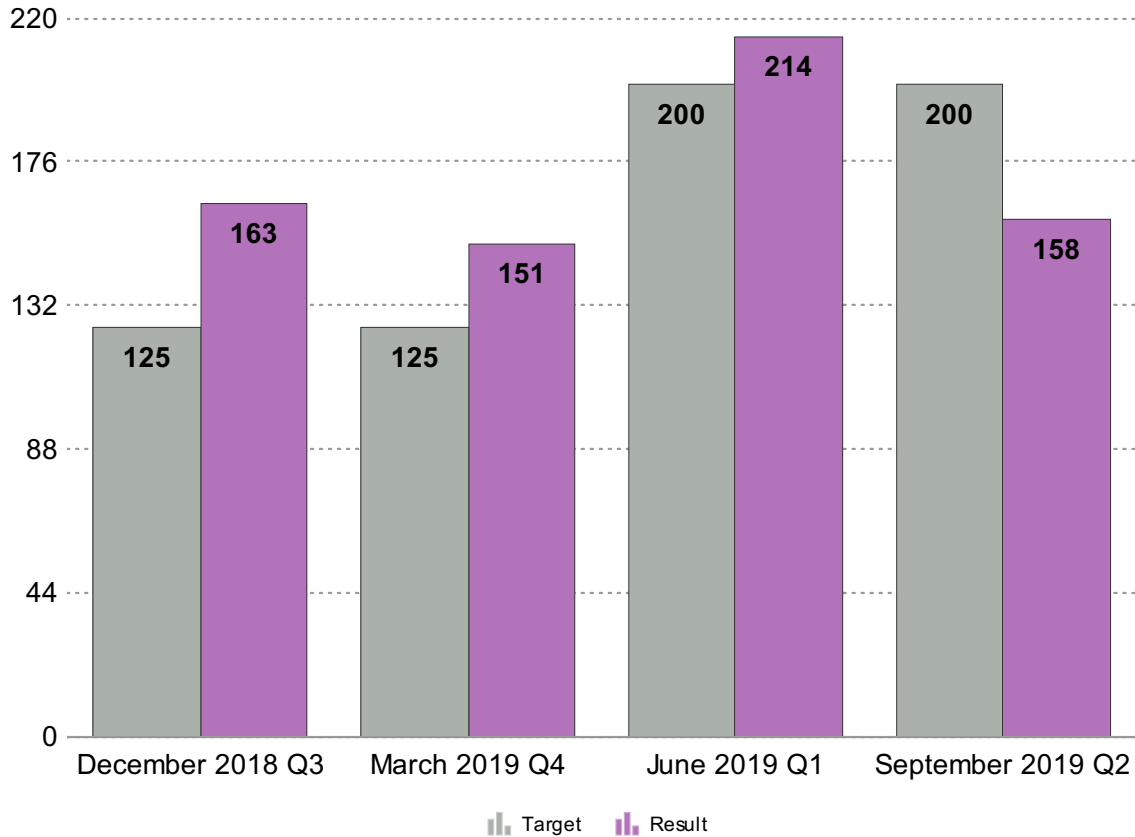
Housing Needs

Levels of temporary accommodation use continue to exceed desirable levels, but sustained period without the need for hotel use has been welcome. The post of temporary accommodation manager has now been occupied by Steph Beechey for over 6 months and this has led to a clear process for the allocation of accommodation and swift turnaround of void units to ensure that accommodation is available when needed. Recently more focus on prioritising homeless decisions will also lead to faster move ons out of TA.

Quarter 2 Summary					
Target	Tolerance	Q2	Method	YTD	Last year
75	80	120	123	120	117

BPI 30

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



Notes

Private Sector Housing

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 HMO's. 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 'door knocking' exercise in an attempt to identify unlicensed HMOs. The proactive project started in August this year was focused in the Knightsfield area of Welwyn Garden City and to date we have knocked on 741. Although this did not directly produce any unlicensed HMO's directly we generated Disabled Facilities Grant enquiries and raised the profile of the project via our communications team. There has been ten new applications for HMO licenses since August 2019 when this campaign started. We are now in the process of completing stage two concentrating around the QE11 hospital. Once we have finished this geographical area we will carry out an evaluation of our strategy. The total number of new license applications received since the change in the Law last October is 266, 10 of which have been received after the beginning of our campaign.

Quarter 2 Summary					
Target	Tolerance	Q2	Method	YTD	Last year
200	180	158	123	158	136