



South Somerset District Council

Corporate Performance Monitoring

Quarter 2 report: July – September 2021



**Protecting
Core Services**



Economy



Environment



Places where we live



**Healthy, Self-reliant
Communities**



Protecting
Core Services



Economy



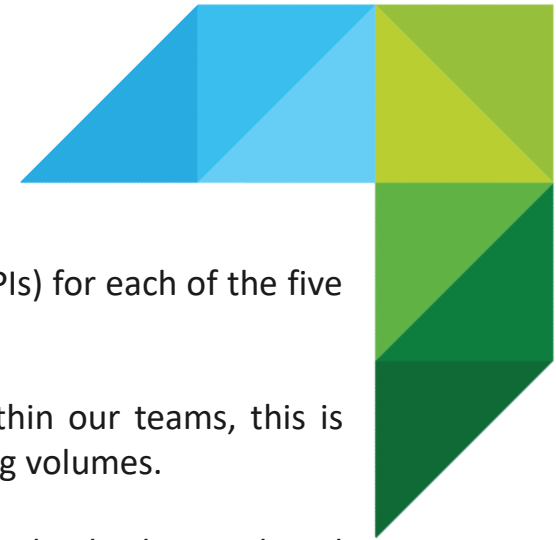
Environment



Places where we live



Healthy, Self-reliant
Communities



This is our second quarterly report for the 2021-22 Council Plan annual action plan and covers Key Performance Indicators (KPIs) for each of the five areas of focus.

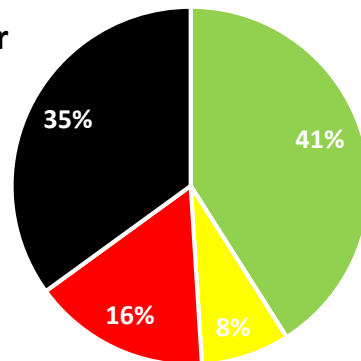
There have been changes to this report in terms of the calculation of RAG status to better reflect the actual position within our teams, this is explained below. Whilst some areas are not currently achieving targets, they are continuing to make progress against increasing volumes.

The narrative provided for each measure within the report is from the relevant KPI owner/Lead Officer and explains the background and improvement plans or actions that are in place.

Overall 12 KPIs are below target, 20 KPIs are either on or above target, and 9 measures are not reported this quarter as they are in development, paused or annually reported measures. The remaining 8 qualitative measures do not have a RAG status assigned. For direction of travel, 10 were below target, 20 are on or above target. The direction of travel for 19 remaining metrics are not reported as they are qualitative, annual or in development. We continue to monitor performance closely and act as appropriate.

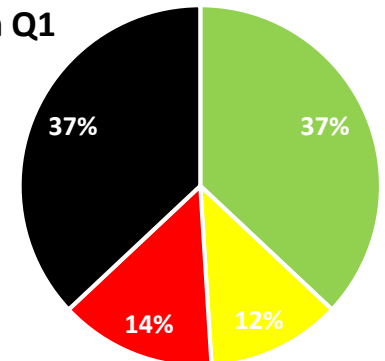
Progress against targets - summary for this quarter

- Red = 11%+ below target
- Amber = 6-10% below target
- Green = on, ahead of or above target
- Measure not reported this quarter



Progress against targets – comparison with Q1

- Red = 11%+ below target
- Amber = 6-10% below target
- Green = on, ahead of or above target
- Measure not reported this quarter



Protecting Core Services

Ref	Measure (frequency of reporting)	Description	Annual Target 21/22	Quarterly Target	Previous Quarter (Q1)	Current Quarter (Q2)	Perf against target	Direction of travel	Supporting information
PCS1	Online accounts (Quarterly)	The number of new Customer accounts during the quarter	25,000	6,250	4,618	4,431	●	●	Ongoing IT issues with payments. My account removed from process to assist resolution.
PCS2	Online service requests (Quarterly)	Percentage of service requests completed online	87%	87%	86.1%	85.25%	●	●	Figures are slightly lower than Q1 however we are still within 5% of target this quarter
PCS3	Calls completed at first point of contact (Quarterly)	Percentage of calls completed as a one and done	80%	80%	36%	72%	●	●	Big improvement on Q1. Heading back into the right direction.
PCS4	Council Tax Collection (Quarterly)	Cumulative percentage of Council Tax collected	98%	24.5% (Cumulative target 49%)	28.21%	54.12%	●	●	Council Tax debt recovery restarted in Aug with 50 reminders per day to not overwhelm Connect with calls, in late Sept this has been stepped up to 100 per day and is under constant review. We aim to reinstruct Ross & Roberts (debt collection agency) imminently to collect older debts and have 3FTE working on old debt. Significant progress has made moving on the insolvency work for Council Tax customers. Recruitment is ongoing for several posts as we are still under resourced. We have been working hard to reduce the current backlog.
PCS5	National Non Domestic Rates (NDR) collection (Quarterly)	Cumulative percentage of NDDR collected	97%	24.25% (Cumulative target 48.5%)	27.49%	49.45%	●	●	Liability Order Debt recovery (pre 21/22) debt is yet to resume as this was paused due to the pandemic. Current performance against 21/22 debt is on track. Team is under resourced, recruitment is ongoing.



Protecting

Protecting Core Services

Ref	Measure (frequency of reporting)	Description	Annual Target 21/22	Quarterly Target	Previous Quarter (Q1)	Current Quarter (Q2)	Perf against target	Direction of travel	Supporting information
PCS6	Housing Benefit – New (Quarterly)	The number of days taken to process new housing benefit claims	21 days	21 days	67 days	79 days	●	●	<p>Performance impacted by ongoing staffing challenges and difficulty in recruiting the appropriately qualified staff . Options are being reviewed by people managers and Lead Specialist.</p> <p>While volumes of work remain consistent, change to the process by which work is managed and allocated have been implemented through joint workshops with the teams. These new approaches have been in place for 6 weeks. Weekly reviews are now in place to review improvements to processing and monitor the reduction in days is being achieved and amend processes as required. A DWP consultancy workshop (2 days) is scheduled early November to identify further improvement solutions</p>
PCS7	Housing benefit change of circumstance (Quarterly)	The number of days taken to process a change of circumstance request	7 days	7 days	8 days	12 days	●	●	See narrative for PCS6 which applies to this measure.
PCS8	Council Tax – New (Quarterly)	The number of days taken to process a new Council Tax application	30 days	30 days	50 days	55 days	●	●	The process reviews outlined in PCS6 which will identify improvements to processes for Housing benefit will also be applied where applicable to Council Tax processing.
PSC9	Council tax change of circumstance (Quarterly)	The number of days taken to process a change of circumstance request	7 days	7 days	3 days	4 days	●	●	This measure relates to automated record updates, so not impacted by resource issues.

Protecting Core Services

Ref	Measure (frequency of reporting)	Description	Annual Target 21/22	Quarterly Target	Previous Quarter (Q1)	Current Quarter (Q2)	Perf against target	Direction of travel	Supporting information
PCS10	Planning applications – major (Quarterly)	The % of major planning applications determined with 13 weeks or with an extension of time	60%	60%	100%	71%	●	●	Of 7 major applications processed this quarter, 5 were determined within 13 weeks or with extension of time. This is the government agreed measure of performance. However, 93 application are yet to be determined. The majority of these cases are held up by phosphates, so the status is shown as Red. There is no current timescales for completion of the phosphate work. The planning team continue to monitor the situation.
PCS11	Planning applications – minor (Quarterly)	The % of Minor planning applications determined within 8 weeks or with an extension of time	70%	70%	71%	74%	●	●	In Quarter 2 134 minor planning applications processed of which 100 applications processed in time. The number of decisions made this quarter increased by 20% which is a further improvement on the Q1.
PCS12	Planning applications – other (Quarterly)	The % of Other planning applications determined within 8 weeks or with an extension of time	80%	80%	86%	87%	●	●	In Q2 301 other applications determined of which 262 were within time or extension of time. The number of decisions made this quarter increased by 34% compared to Q1.
PCS13	Planning appeals lost	The number of major appeals lost expressed as a % of all major decisions	10%	10%	5.21%	5.21%	●	●	This measure shows the ongoing run-rate of determined major applications where an appeal is raised against the decision, and the appeal is upheld. There are a further 3 major appeals in progress. This figure has stayed constant in comparison to Q1 and Q4 in 2020/21.

Please note – As per feedback at Q1, an Enforcement measure will be included at Q3. For information this quarter there were 100 enforcement cases resolved. This is a significant increase on the cases resolved last quarter (Q1. 45 cases) however the number of reports continue to rise so the outstanding cases still stand at over 470 cases.

Protecting Core Services

Ref	Measure (frequency of reporting)	Description	Annual Target 21/22	Quarterly Target	Previous Quarter (Q1)	Current Quarter (Q2)	Perf against target	Direction of travel	Supporting information
PCS14	The % of overall requests that are granted extensions of time (Quarterly)	The % of overall requests that are granted extensions of time (EoT)	50%	50%	37.5%	42%	●	●	<p>The need to seek Extension of time recognises the impact of delays in validation over the past 12 months. (Albeit now largely addressed, there is a follow on delay in processing the applications that went through the validation system during longer periods of validation delay) .</p> <p>The high number of both residential and agricultural development types delayed by phosphates and the need to defer determination of applications pending comments particularly from the County Council's Highways and Ecology teams where officers believe the contribution of these consultees to the scheme is important.</p> <p>Officers do not have the scope to refuse applications for lack of information where they delay may lie with colleagues feeding into the planning appraisal.</p> <p>A consequence of the consultee delays is to impact upon householder development where ecology input has led to officers seeking EoT's on relatively small schemes.</p>
PCS15	Planning validations (Quarterly)	The number of days between receipt of application and start of validation	10 working days	10 working days	36 working days	5 working days	●	●	<p>During this quarter our days between validation and receipt have been steady. The average time is over the whole quarter.</p>

Protecting Core Services

Ref	Measure (frequency of reporting)	Description	Annual Target 21/22	Quarterly Target	Previous Quarter (Q1)	Current Quarter (Q2)	Perf against target	Direction of travel	Supporting information
PCS16	Commercial property income yield (Annual)	The amount of income received from commercial property (annual)	£449K	Annual Measure	-	-	-	-	This data will be reported in the Quarter 2 revenue budget monitoring report due in December 2021
PCS17	Average increase of business services	The amount of income received from business services (annual)	5% or £250k	Annual Measure	4.63%	-	-	-	Reported annually. The Q1 4.63% reflects the position at the end of financial year 2020/21
PCS18	Employer of choice – Sickness, retention & wellbeing	<ol style="list-style-type: none"> Staff retention Sickness Wellbeing 	<ol style="list-style-type: none"> 14% 7.5 days 100%, 51% 	<ol style="list-style-type: none"> 14% 7.5 days 100%, 51% 	<ol style="list-style-type: none"> 2.44% 1.64 N/A 	<ol style="list-style-type: none"> 3.88% 2.47 N/A 	●	●	Due to the new phasing of the wellbeing survey from quarterly to every 4 months, there is no wellbeing survey data reportable this quarter.
PCS19	Employer of choice – Engagement	Annual Employee Engagement survey results	<ol style="list-style-type: none"> Participation rate 45% Overall satisfaction rate 70% 	N/A	N/A	<ol style="list-style-type: none"> 45% 70% 	●	●	182 responders (45% participation rate) Satisfaction rates reported as: - Organisational Culture 71.47% - My Role 74.23% - Learning & Development 64.55% - Wellbeing 73.21% - Leadership & Management 65.38% - Workspace & Environment 71.85%
PCS20	Resident feedback	The number and types of interactions with Residents (annual) - communications from SSDC, Town & Parish updates - number of opens & click rate, Committee Meeting Viewings - numbers, New opportunities	Awaiting sign off	N/A	N/A	-	-	-	Data to be provided in Q3



Economy

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Ref	Measure (frequency of reporting)	Description	Annual Target 21/22	Quarterly Target	Previous Quarter (Q1)	Current Quarter (Q2)	Perf against target	Direction of travel	Supporting information
E1	% spend with local Small and Medium-sized Enterprises (SMEs) (Quarterly)	% of influenceable procurement spend with local SMEs	10%	10%	4.98%	4.67%	●	●	<p>For the period up to and including Q2 2021 Procurement spend for SSDC was £14m of which £660,000 was spent with SME's within the SSDC postcodes.</p> <p>SSDC use our local postcodes as a definition of local, however, most other authorities use a 30 miles radius of Council office to define local. Using this definition SME and Local spend within 30 miles radius of Yeovil was £6.97m which equates to 49% of total spend.</p> <p>Significant area of spend for this quarter have been £2.4m, attributed to the Chard local Regeneration Project, in addition payments have been with Abri and BCHA.</p>
E2	Social Value Forecast (Quarterly)	£ Total forecast committed social value from SSDC supplier contracts	Contract dependent	Contract dependent	Overall committed social value over contract duration: £7,099,604	£7.5 million cumulative	●	●	<p>As of 30th Sep 2021, we have secured £7.5 million of social value through signed contracts (leisure and public realm). We expect further social value to be secured through additional public realm contracts currently out to tender and also via lower level procurements.</p>
E3	Social Value Realised (Quarterly)	£ Total Actual realised social value from SSDC supplier contracts	100% of forecast	100% of forecast	0%	£23K cumulative	●	●	<p>As of 30th September 2021, the Social Value Portal organisation have validated that £23,000 of social value has been generated through existing contracts. Value to date comes from local employment, staff support, career support, and providing educational support locally. It will be important for contract managers to continue to monitor/manage contracts that SV committed to is being delivered.</p>



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Ref	Measure (frequency of reporting)	Description	Annual Target 21/22	Quarterly Target	Previous Quarter (Q1)	Current Quarter (Q2)	Perf against target	Direction of travel	Supporting information
E4	Regeneration – Chard (Quarterly)	Regeneration programme for Chard	*see supporting information	-	Q1 – 100% complete	-	-	-	There are no outputs detailed for this quarter but we are ahead of schedule with the Leisure Centre completion. The Leisure Centre has been completed this quarter and handed over to the operator. As there are no targets for this quarter it is not possible to provide a RAG status on this measure.
E5	Regeneration – Wincanton (Quarterly)	Regeneration programme for Wincanton	*see supporting information	-	Q1 - 50% complete Q3 - 100% complete	-	-	-	No outputs scheduled for this quarter. However, Public Realm designs are progressing well and the procurement process will be underway during the next quarter. Again as there are no targets this quarter it is not possible to assign a RAG status
E6	Regeneration – Yeovil (Quarterly)	Regeneration programme for Yeovil	*see supporting information	-	Q1 – 90%	1. 90% 2. 10% 3. 90%	-	-	<ol style="list-style-type: none"> Phase 2 of the walking and cycling package is 90% complete, the designs are finished but they do need to go out to public consultation before we can move to phase 3. The workplace project is subject to an internal funding decision so is not yet complete. Priority has been given to delivery of the public realm projects, so work to finalise the car parking action plan has been reprofiled for Q4. <p>As above, as there is no target for Q2 therefore a RAG status cannot be assigned.</p>



Economy

The following measures are new to the report at this half year point. More data will following in Quarter 3 and Quarter 4.

Ref	Measure (frequency of reporting)	Description	Annual Target 21/22	Quarterly Target	Previous Quarter (Q1)	Current Quarter (Q2)	Perf against target	Direction of travel	Supporting information
E7	Inward Investment (Quarterly)	To create high value job creation, through the re-location of businesses into South Somerset. To support local supply chains, whilst building on key sectors that support the local economy.	Qualitative measure	-	-	-	-	-	Due to the impacts of Covid 19 on Officer Time and resourcing, this project has been temporarily paused with a view to restarting activity in the autumn 2021.
E8	Improved Broadband (Quarterly)	Measures reporting on the support given by SSDC to facilitate improved digital connections across the district	Qualitative measure	-	-	-	-	-	Workshops held with Members to increase their knowledge on available schemes speakers included; Connecting Devon and Somerset, Wessex Internet, Jurassic Fibre and Konnect Wi-Fi . Broadband Directory updated and distributed across South Somerset includes information on available providers who are actively building networks within the district Advice provided to businesses and residents through online meetings, emails and SSDC's website Connecting Devon and Somerset programmes promoted through Economic Development E-Newsletter and SSDC's Social Media channels. Programmes include: <ul style="list-style-type: none"> Phase 2 of superfast programme Mobile Boost Scheme (boosting mobile coverage) Relevant voucher schemes (including the national Gigabit Voucher Scheme) - 130 UK Gigabit Vouchers Issued



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Ref	Measure (frequency of reporting)	Description	Annual Target 21/22	Quarterly Target	Previous Quarter (Q1)	Current Quarter (Q2)	Perf against target	Direction of travel	Supporting information
E9	Support for Individuals & Businesses through the pandemic	<ol style="list-style-type: none"> 1. Support unemployed individuals into work, education or training 2. Provide support to businesses in the form of grant funding and support services 3. Support Town Centre businesses through Welcome Back Fund and Market Towns Investment Group 	Qualitative measure	-	-	-	-	-	<p>Concluded support to Oscar Mayer, great feedback from O M staff including the Head of HR.</p> <p>Produced various literature to support businesses and individuals through redundancies</p> <p>Produced a 'road map' for Redundancy utilising best practice from Oscar Mayer</p> <p>Over 700 individuals supported through redundancy support</p> <p>Employment Hub funding secured from DWP and Hub Co-ordinator appointed.</p> <p>Provided 42 Restart Grants worth £262,000. SSDC have to date administered over £25m of mandatory grant funding since November 2020.</p> <p>Provided 29 ARG 'Discretionary Grants' worth £68,000 & successfully claimed final 'top-up' from Government of £1,265,306.00 for future grant schemes. SSDC have to date administered over £5m of discretionary funding since November 2020.</p> <p>9 Town Councils awarded 'delivery partner' status to progress spend associated with the Welcome Back Fund, £138,000 of the c. £149,000 allocation currently awarded.</p> <p>Provided Market Town Investment Group funding applications of over £285,000 of SSDC investment which will be match funded by Town Councils equating to over £539,000 of investment within our market towns.</p>
E10	Innovation and Skills Ecosystem (Quarterly)	Develop South Somerset's innovation and skills ecosystem - To collaborate with key stakeholders to build upon existing innovation infrastructure and develop South Somerset's innovation and skills ecosystem. Leading to an increased number of high value employment opportunities, generation of business growth and productivity, and increasing the number of successful start-ups within the area.	Various	-	-	-	-	-	<ul style="list-style-type: none"> - Place Leadership Group convened - Workshops with key stakeholders to define innovation and what is required for their organisation within the area - Enterprise, Innovation and Skills Action Plan developed in partnership with specialist consultants identifying 8 programmes of activity - Action Plan agreed by Place Leadership Group



Economy

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Ref	Measure (frequency of reporting)	Description	Annual Target 21/22	Quarterly Target	Previous Quarter (Q1)	Current Quarter (Q2)	Perf against target	Direction of travel	Supporting information
E11	Improved Rural Transport (Quarterly)	To improve transport services through technology and innovative solutions across South Somerset. Including a particular focus on increasing opportunities for those seeking employment, education or training.	See supporting info	-	-	-	-	-	There are 6 outcomes for this measure: 1. Team recruited 2. Feasibility study commissioned 3. Commitment from Somerset County Council to progress digital solution to transport within Somerset 4. Inclusion of Digital Demand Responsive Transport within SCC's Business Service Improvement Plan 5. Funding opportunities explored & applied for where applicable 6. DDRT Pilot within South Somerset / Somerset
E12	Tourism in South Somerset (Quarterly)	To ensure South Somerset continues to be a prime location for visitors. The targets for this measure include: <ul style="list-style-type: none"> Promote South Somerset as a place to visit and stay to those outside of the area Promote events and activities to people living within South Somerset Support projects that increase the value of the visitor economy within South Somerset Work in collaboration with businesses on projects that benefit the local area Contribute to strategic projects that enhance the visitor economy within South Somerset Encourage sustainable tourism initiatives Support 'green tourism' 	See supporting info	-	-	-	-	-	Progress to date: <ul style="list-style-type: none"> Parrett Trail web content written, promotional films and sectional films completed, call to action and trail route instructions at final sign off. New Visitsouthsomerset.com website live. Events module completed and bookable countryside events being added. Professional film made for head of web pages. Cartgate TIC trading seven days a week; Open 7 days a week with a footfall of 4,492 and income of £9,661 for the quarter. New local stock lines introduced. Four business newsletters issued with over 40% open rate for each edition. Three new South Somerset leaflets created – online and printed: things to do, Dog Days Out and Accessible South Somerset.
E13	Freedom Leisure (Quarterly)	A suite of measures related to the Economic and Social improvements that form part of the Freedom Leisure contract	To be finalised Nov 2021	-	-	-	-	-	A draft list of performance metrics has been agreed that we expect will be finalised in November '21. Metrics will cover; participation, programmes, service quality, environmental performance and buildings maintenance.



Environment

Ref	Measure (frequency of reporting)	Description	Annual Target 21/22	Quarterly Target	Previous Quarter (Q1)	Current Quarter (Q2)	Perf against target	Direction of travel	Supporting information
EN1	SSDC land managed for Ecology, Conservation & Environment (Bi-annually)	Square metres of SSDC land managed in terms of ecology, conservation and environmentally supportive	% increase	Bi-Annual Measure	N/A	0.51759%	●	●	SSDC-owned land which is currently not being managed for conservation purposes, (73.33%) of our land holdings are managed by Countryside team. The remaining 22.67% is currently being managed for amenity. Our focus is to adapt and progress towards new habitat creation
EN2	Environmental Outreach (Quarterly)	Number of environmental forums held, to also cover environmental interactions	4	1	2	1	●	●	Webinars/ Events - 1 (with 31 attendees) Outreach advice and web contact / emails - 44 Newsletters issued: 6 (Get SuSsed and ED newsletter with eco business section) Get SuSsed analytics: 701 recipients, 45.6% open rate and 26% clicks to open rate. Surveys issued: 1 survey (Green Business Survey) Case Studies issued: 1 (Yeovil Recreation Centre Sustainable Land Management Community Grants: 0 SCC Environment Grants (South Somerset): 14 (£13,696) MTIG Grant (South Somerset): 8 (£27,253)
EN3	Carbon reduction (Annually)	The % reduction in the footprint across the SSDC estate	10%	Annual Measure	-	-	-	-	
EN4	% of household waste recycled (Quarterly)*	The % of all household waste recycled (Somerset wide)	54%	**	52.37%	56.48%	●	●	Figures from Somerset Waste Partnership are for Q1 and cover the whole county. It should be noted that the Recycle More campaign went live in July 2021 so we would expect to see an increase in this figure next quarter.
EN5	Residual waste sent to landfill (Quarterly)*	The % of residual waste volume going to landfill (Somerset wide)	46%	**	10.95%	8.26%	●	●	
EN6	Waste recycled in the UK (Quarterly)*	The % of all waste collected which is recycled in the UK (Somerset wide)	90%	**	97.79%	97.27%	●	●	

*SSDC is part of the Somerset Waste Partnership (SWP). Data relating to waste services is supplied by SWP and is not available at a district level.

**The data supplied by SWP relates to the previous quarter and is a cumulative figure.



Places where we live

Places Where We Live

Ref	Measure (frequency of reporting)	Description	Annual Target 21/22	Quarterly Target	Previous Quarter (Q1)	Current Quarter (Q2)	Perf against target	Direction of travel	Supporting information
PWWL1	Homelessness Prevention (Quarterly)	Number of approaches	400	100	163	177	●	●	Preventative measures are being applied with a range of teams and funded organisations (e.g. Citizens Advice South Somerset) which are now being captured. This measure records the number of specific interventions taking place with these partners where SSDC are involved to help prevent homelessness
PWWL2	Homelessness Prevention (Quarterly)	Number of successful preventions cases	40	10	15	16	●	●	42 preventions ended, SSDC prevented 16 . 38% cases prevented by SSDC within this quarter. These are statutory government criteria.
PWWL3	Homelessness Prevention (Quarterly)	Number of successful relief cases	100	25	25	22	●	●	This measure refers to the number of successful applications to SSDC for temporary assistance. These are statutory government criteria.
PWWL4	Homelessness Prevention (Quarterly)	Number and value of Discretionary Housing Payments (DHPs) paid	Awaiting sign off	Awaiting sign off	No Data	193	-	-	Measure reflects a cumulative figure for DHP's. We are projecting an overspend in this area due to the level of demand which will be covered by reserves. We will provide an update on targets in Quarter 3.



Places where we live

Places Where We Live

Ref	Measure (frequency of reporting)	Description	Annual Target 21/22	Quarterly Target	Previous Quarter (Q1)	Current Quarter (Q2)	Perf against target	Direction of travel	Supporting information
PWWL5	Homelessness Prevention (Quarterly)	Number of rough sleepers	0	0	8	13	●	●	A number of new measures are being put in place (enforcement, drop in centres, a new outreach approach and plans for new emergency accommodation) which should positively impact this measures.
PWWL6	Homelessness Prevention (Quarterly)	Number in Temporary Accommodation	40	40	43	40	●	●	This measure is likely to be superseded by the number of people that have been placed into Bed & Breakfast accommodation as this is a more meaningful measure in terms of impact to SSDC and the individuals concerned
PWWL7	Housing (Quarterly)	Measures reporting the amount and type of support provided by SSDC to help prevent homelessness 1. Affordable housing completed = 103 2. Active Homefinder applications = TBC	1. 103 2. 400	1. N/A 2. = 100	1. provisional 103 2. 98	1. N/A 2. 384	-	-	There are currently 1960 people live on the housing register looking for social housing. The number of affordable housing completed is updated once a year so this will next be done in quarter 1 next year. The annual target of 215 as set in the Newly published Local Housing Needs Assessment 2021 (See figure 1, Total Affordable Housing 4309 /20 (20 years)

Healthy, Self Reliant Communities

The Council's area of focus for 'Healthy, Self-Reliant Communities' relies significantly on our work with partners through the design and delivery of a range of community based programmes.

Ref	Measure (frequency of reporting)	Description	Annual Target 21/22	Quarterly Target	Previous Quarter (Q1)	Current Quarter (Q2)	Perf against target	Direction of travel	Supporting information
HSRC1	Community Activities (Quarterly)	<ol style="list-style-type: none"> Health walks - no. of events, no. of participants. Number of volunteers Play Days inc. Schools Out programme - no. of events, no. of participants * Other Community events - support or advice given 	<ol style="list-style-type: none"> 26, 9400 40 24, 10,000 1 	-	-	<ol style="list-style-type: none"> 26, 2066 36 12, 2041 1 	●	**	<p>26 established health walks now active. 36 active volunteer walk leaders. 2066 participants in this quarter. 3 Play days delivered. Schools Out - 12 days of holiday activities provided at three locations in Yeovil. 2041 participants/attendees. Yeovil Together Multicultural Event supported.</p> <p><i>Number of playdays and Schools Out sessions were reduced due to Covid and timing of the lifting of restrictions.</i></p> <p>*These figures are seasonal in line with school holidays so will not be reported each quarter</p> <p>**no direction of travel RAG status as Q1 data not available.</p>
HSRC2	Community Support (Quarterly)	<p>The number of and groups of people supported by SSDC (based on UK and SW demographic definitions) in terms of rebuilding inclusive communities and tackling inequality</p> <ol style="list-style-type: none"> Support for vulnerable customers (No.) Community grants provided (No. & £) 	<ol style="list-style-type: none"> 1920 10, £100,000 	-	-	<ol style="list-style-type: none"> 1928 11, £89,225 	●	**	<p>We currently provide 24hr telecare support to 1928 vulnerable customers. 11 Community Grants awarded to date to support community activity in the following areas - Arts (1), Community Transport (1), Sports and Rec (1), Group Development (1), Community Activities (1)& Community Buildings (6).. £89,255 awarded in total. The total cost of the projects supported is £415,503. Careline figures are subject to continual change but the trend (post transformation) has been for overall numbers of customers to remain steady at between 1920-1930. Grants applications remain slower than in previous years. Anecdotal evidence suggests that groups continue to have difficulty obtaining match-funding.</p> <p>**Due to no date being available at Q1 there is no direction of travel RAG status for this measure</p>

Healthy, Self Reliant Communities

The following measure is new to the report. More data will follow in Quarters 3 and 4.

Ref	Measure (frequency of reporting)	Description	Annual Target 21/22	Quarterly Target	Previous Quarter (Q1)	Current Quarter (Q2)	Perf against target	Direction of travel	Supporting information
HSRC3	Freedom Leisure (FL) Community Measures (Quarterly)	<ul style="list-style-type: none"> Participation, Membership and Service Improvement Active Communities Access to physical and social health & wellbeing activities, events and support programmes (including tailored physical activity opportunities) 	To be finalised in Nov 21	-	-	-	-	-	<p>Quarterly monitoring metrics due to be finalised at Q2 monitoring (Nov 21). FL gave a comprehensive overview of the work done to date at Full Council on 16th Sept 21. At end Q1, Freedom Leisure were £13k behind target on bottom line trading position, but given the direct debit growth this is expected to be recoverable providing there is not a significant delay to the capital works planned. In terms of fitness membership, Freedom Leisure are at a position where they are 95% of pre-covid membership levels which is encouraging. The Learn to Swim programme is also currently at 91% occupancy. As part of contract requirements, Freedom have now appointed an Active Communities Officer who is working with internal officers and other organisations such as Spark to develop a comprehensive outreach activity programme in areas of most need within the district.</p>