



South Somerset District Council

Corporate Performance Monitoring

Quarter 4 report: January to March 2022



**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



Performance analysis

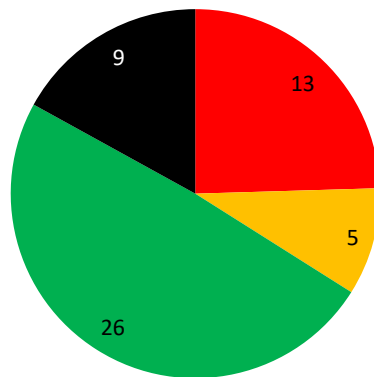
This is our fourth quarterly report for the 2021-22 Council Plan annual action plan and covers Key Performance Indicators (KPIs) for each of the five areas of focus. The report provides a summary description of the key areas of performance being monitored within the council, the annual or quarterly target, quarterly RAG* status and comparison to previous reporting period where relevant. In addition a supporting statement provided by the relevant KPI owner/Lead Officer provides additional context around current performance and planned improvements or ongoing challenges.

Overall, of the 49 KPIs, 26 are either on or ahead of target within agreed tolerance (green). 13 KPIs are significantly below target (red) and 5 are underperforming (amber). 4 measures did not report this quarter, targets for 4 measures are still being determined, and data for 1 has been delayed due to the quantity to be collected. Please note that the number of target indicators exceeds the number of KPIs as some KPIs have multiple targets.

In comparison with Q3 the trend indicators (arrows) show that for direction of travel, 25 are trending with marginal or positive improvement on previous quarter, and 8 are trending negatively.

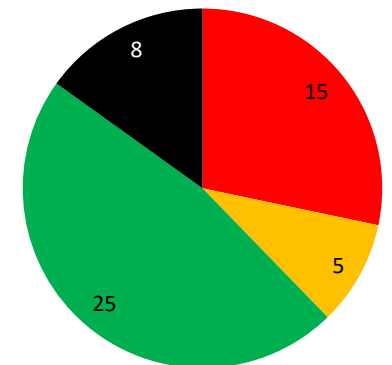
Progress against targets - summary for this quarter

- Red = 11%+ below target
- Amber = 6-10% below target
- Green = on, or +/- 5% ahead or behind target
- Measure not RAG rated this quarter



Comparison with Q3 and direction of travel

- Red = 11%+ below target
- Amber = 6-10% below target
- Green = on, or +/- ahead of or behind target
- Measure not RAG rated this quarter



*RAG status is a management tool whereby a traffic light system using red, amber (yellow), and green is used to signify status against targets. Please note where KPI's are qualitative in nature, a RAG status has still been provided by the lead officer to support the readers understanding around overall progress

Protecting Core Services

Ref	Measure (frequency of reporting)	Description	Annual Target 21/22	Quarterly Target	Previous Quarter (Q3)	Current Quarter (Q4)	Perf against target (Q3)	Perf against target (Q4)	Direction of travel	Supporting information
PCS1	Online accounts (Quarterly)	The number of new Customer accounts during the quarter	25,000	6,250	2,980	3,317	●	●	↗	The use of "My Account" for new processes has been suspended while the LGR Communities, Customer and Partners workstream explores the best options for our customers.
PCS2	Online service requests (Quarterly)	Percentage of service requests completed online	87%	87%	87.5%	79%	●	●	↘	Does not include Somerset Waste Partnership requests as these are not available. Some technical issues will have affected this value
PCS3	Calls completed at first point of contact (Quarterly)	Percentage of calls completed as a one and done	80%	80%	64%	64%	●	●	→	Connect have a high % of new staff members recruited in the last couple of months. This has impacted on our ability to answer at first point the more complex queries.
PCS4	Council Tax Collection (Quarterly)	Cumulative percentage of Council Tax collected	98% (Cumulative target)	24.50%	80.6%	95.4%	●	●	→	Summonses were issued in this quarter and regular court hearings are planned for the first half of 2022-23. New software is due to be introduced to automate a large part of the debt recovery process. This should reduce customer contact and streamline what is largely a manual process
PCS5	National Non Domestic Rates (NDR) collection (Quarterly)	Cumulative percentage of NDDR collected	97% (Cumulative target)	24.25%	73.15%	93.38%	●	●	→	The impact of covid grants on resources continued until the end of March 2022. Debt recovery work will resume now that the grant work has completed.

Protecting Core Services

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PCS6	Housing Benefit – New (Quarterly)	The number of days taken to process new housing benefit claims	21 days	21 days	75	60	●	●	↗	Our speed of processing is continuing to improve and in the current month are processing days are in the 30's. The DWP recommend a realistic KPI for HB new claims is 30 days which is what we are aiming for in 2022/23.
PCS7	Housing benefit change of circumstance (Quarterly)	The number of days taken to process a change of circumstance request	7 days	7 days	12	3	●	●	↗	Great improvement made in this area this quarter and we meet weekly with officers to discuss performance and plan work priorities for the week.
PCS8	Council Tax – New (Quarterly)	The number of days taken to process a new Council Tax application	30 days	30 days	56	65	●	●	↘	There is a slight increase this quarter due to annual billing and system downtime and the need to prioritise the HB work due to DWP input.
PCS9	Council tax change of circumstance (Quarterly)	The number of days taken to process a change of circumstance request	7 days	7 days	5	3	●	●	↗	













Protecting Core Services

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PCS10	Planning applications –major (Quarterly)	The % of major planning applications determined with 13 weeks or with an extension of time. The aim of this measure is to stay above the target, which is the National Government Measure.	60%	60%	100	71%	●	●	The red status reflects the large number of applications held up in the planning system due to phosphates. 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. The aim of this measure is to stay above the target, which is the National Government Measure.	70%	70%	85	86%	●	●	For the same reason as above the status is red. 65% of the minor caseload remains held up by phosphates.
PCS12	Planning applications –other (Quarterly)	The % of Other planning applications determined within 8 weeks or with an extension of time	80%	80%	87	94%	●	●	During Q4 we saw an increase in the number of decision determined of which were within time or extension of time. We have recently lost some staff and we are currently recruiting. Due to this we may see a drop in determining applications during Q1 of 2022/23

Protecting Core Services

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PCS13	Planning appeals lost	The number of major appeals lost expressed as a % of all major decisions	10%	10%	0	0	●	●	→	There have been no relevant major development appeal decisions received during the quarter. There are currently 3 undetermined major applications at appeal, 19/01840/OUT Ansford awaiting decision together with 18/01602/FUL BMI Castle Cary hearing delayed until January 2023. In addition there are currently 3 major housing applications (refused contrary to recommendation) which are within time to appeal.
PCS14	The % of overall requests that are granted extensions of time (Quarterly)	The % of overall requests that are granted extensions of time (EoT). For this measure the aim is to be on or under the target.	50%	50%	59	45%	●	●	↗	45% (155 EoT granted against 341 applications determined) A high number of development types 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. 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.
PCS15	Planning validations (Quarterly)	The number of days between receipt of application and start of validation – the aim of this measure is to be on or under target.	10 working days	10 working days	12	12	●	●	→	The loss of experienced staff to other teams has left the Planning validation team short of staff. We have created a new developmental role for a validation / planner position to provide additional support and are looking for a short term cover to assist the team in making a meaningful reduction in the delay.

Protecting Core Services

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PCS16	Commercial property income yield (Annual)	The amount of income received from commercial property (annual)	£449K	Annual Measure	-	n/a				This measure reports annually at Q1 – the capital and revenue budget monitoring reports are due at District Executive in February. Year end data not available for Q4 report.
PCS17	Average increase of business services	The amount of income received from business services (annual)	5% or £250k	Annual Measure	4.63%-(Q1)	n/a				This figure is for the financial year end 2020. This measure reports annually at Q1 – as above the capital and revenue budget monitoring reports are due at District Executive in February. Year end data not available for Q4 report
PCS18	Employer of choice – Sickness, retention & wellbeing	<p>A. Staff retention</p> <p>B. Sickness</p> <p>C. Wellbeing (completion rate and satisfaction score)</p>	<p>A. 14%</p> <p>B. 7.5 days</p> <p>C. 100%, 51%</p>	<p>A. 3.5%</p> <p>B. 1.875 days</p> <p>C. 100%, 51%</p>	<p>A. 3.8%</p> <p>B. 2.99</p> <p>C. N/A</p>	<p>A. 4.05% (Q4) 14.62% (annual)</p> <p>B. 2.77(Q4) 9.97 (annual)</p> <p>C. N/A</p>	<p></p> <p></p> <p></p>	<p></p> <p></p> <p></p>	 	<p>Over Q4 staff retention has been impacted by an increase in resignations from Service Delivery and Environmental services. An average of 2.77 days were lost due to sickness absence per FTE over Q4, which is a decrease from last quarter. This is due to some long term sickness cases closing in Q3. There was no wellbeing survey for Q4. The Quarterly targets have been corrected and an annual figure has also been provided.</p>



Protecting Core Services

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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	<ol style="list-style-type: none"> 45% 70% 	N/A-				This measure reports annually at Q2. Following on from a analysis of the results of the Annual employee engagement survey, there have been 4 works hops with staff a cross the business to i nvestigate opportunities for i mprovement. A working group has been set up and they have produced an options paper which is shortly due to go to Senior Leadership Team. One action al ready underway is cross-team working to improve digital literacy.
PCS20	Resident feedback	<p>The number and types of interactions with Residents (Facebook, Twitter and direct messages)</p> <p>Communications with SSDC</p> <p>Town & Parish updates</p> <p>Committee Meeting Viewings</p> <p>New opportunities</p>	<ol style="list-style-type: none"> No. of interactions Communications with SSDC Town & Parish updates Committee meeting viewings New opportunities 	N/A	<ol style="list-style-type: none"> 154,095 1,579 4 5,106 1 	<ol style="list-style-type: none"> 602,804 1329 5 4838 1 				<p>Website i nteractions: 104,609 Facebook i nteractions: 452,095 Twitter interactions: 46,100 1,329 direct messages received on social media from 622 different customers</p> <p>5 Town and Parish updates were sent via email with a n average open rate of 57.5%</p> <p>Committee meetings were viewed 4838 times with a total watch time of 756.4 hours</p> <p>New engagement opportunity with the creation of South Somerset District Council TikTok account @southsomersetdc</p>



Economy

Economy

Ref	Measure (frequency of reporting)	Description	Annual Target 21/22	Quarterly Target	Previous Quarter (Q3)	Current Quarter (Q4)	Perf against target (Q3)	Perf against target (Q4)	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%	8.04%	6.5%	●	●		<p>Final figures for the year show the average quarterly spend for SSDC to be £7.2m with total spend for the year amounting £28.8m.</p> <p>64% of spend for the year was with SME suppliers totalling £18.5m with 12% of spend being made with local suppliers (SSDC postcodes) at £3.4m. Combined SME & Local (SSDC postcodes) spend was £2.2m (7.79%)</p> <p>However when looking at local spend and broadening the parameters to capture spend within a 30 mile radius of Yeovil a more favourable picture is given, figures for Local spend are £10.2m (35%) making the combined SME & Local (30 mile radius) total £9.5m (33%).</p> <p>SSDC had a high volume of spend in Q4 to large organisations; £1.3m of spend allocated to local regeneration projects, £244k to utilities and £200k to Freedom Leisure.</p>
E2	Social Value Forecast (Quarterly)	£ Total forecast committed social value from SSDC supplier contracts	Contract dependent	Contract dependent	£12.9 million cumulative	£12.9 million cumulative	●	●		<p>By Q4, a cumulative £12.9M Social Value has been committed by suppliers (via the Social Value Portal) to be delivered in South Somerset.</p> <p>In addition, £73,094 of social value has been committed from tenders where social value was assessed in-house.</p>
E3	Social Value Realised (Quarterly)	£ Total Actual realised social value from SSDC supplier contracts	100% of forecast	100% of forecast	£23,736 cumulative	No Data reported	●	●		<p>To date actual Social value has been delivered through the new leisure contract. The interventions included creation of apprenticeships, career support and education sessions delivered and reductions in carbon (car mileage)</p> <p>Looking forward there is potential to increase Social Value realised on smaller contacts, although the local methodology for assessment needs further development in the coming year.</p>



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E4	Regeneration – Chard (Quarterly)	Regeneration programme for Chard	*Various dependant on programme	Q4 - Highway/public realm improvement works commence	100%	100%				Public Realm Improvements commenced and are progressing well.
E5	Regeneration – Wincanton (Quarterly)	Regeneration programme for Wincanton	*Various targets dependant on programme	Q4 - Stimulus package for use of High Street buildings in place	No milestone set	90%				The property improvement grant scheme has been launched as planned. 3 out the 4 key target properties now have planning applications in process. The last property will form part of the Levelling Up Fund bid. Therefore, good progress has been made but there is still more work to do on this area of work.
E6	Regeneration – Yeovil (Quarterly)	Regeneration programme for Yeovil.	*dependant on programme plan	Q4 - Completion of phase 1 public realm work, commence phase 2 public realm works	90%	Complete Phase 1 - 30% Commence Phase 2 - 100%				The contractor for phase 1 entered in to administration which caused delay to the project. The contract has been cancelled due to the insolvency and reissued to another supplier. However, the project is now behind and only 30% complete. Phase 2 has commenced and is progressing well as it is being undertaken by a different contractor.

Quarter status reported is the degree of completion of milestones which are planned to be achieved in the reporting period. All Regeneration programme data is manually produced based on progress against the planned programme.



Economy

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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	-	-	See supporting information				The Heart of the South West Local Enterprise Partnership have been appointed to deliver Inward Investment activities within Somerset. This contract has been commissioned through the business rate retention pilot funding.
E8	Improved Broadband (Quarterly)	Measures reporting on the support given by SSDC to facilitate improved digital connections across the district	Qualitative measure	-	-	See supporting information				<p>Leadership Board Approved the Digital Connectivity Inclusion Programme:</p> <p>To commission a partner to deliver marketing, promotions, facilitation and activity linked to digital inclusion and digital infrastructure. Including taking advantage of the Government's Gigabit Broadband Voucher scheme and ensuring South Somerset communities are applying and receiving vouchers.</p> <p>Broadband Directory updated and distributed across South Somerset includes information on available providers who are actively building networks within the district</p> <p>Advice provided to businesses and residents through online meetings, emails and SSDC's website</p> <p>Connecting Devon and Somerset programmes promoted through Economic Development E-Newsletter and SSDC's Social Media channels. Programmes include:</p> <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



Economy

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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	-	-	See supporting information	●	●	<p>All three Employment Hubs have now launched within Chard, Yeovil and Wincanton and received over 70 engagements with individuals</p> <p>Over 750 businesses have received Covid 19 business grants this Quarter totalling over £2.7m of support</p> <p>SSDC's c.£150,000 Welcome Back Fund allocation has now been spent and delivered in partnership with Town Councils</p> <p>Market Town Investment Group funding applications continue to be reviewed and allocations made / claimed.</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.	Qualitative measure	-	-	See supporting information	●	●	<ul style="list-style-type: none"> - Enterprise Innovation and Skills action plan continues to be reviewed and updated - Action points developed and a activity continues in partnership with key business and local stakeholder through the Place Leadership Group - We continue to work with consultants to support programmes of activity locally - County wide a approach to innovation agreed with key actions developing - The Somerset Catalyst Programme, funded through the Community Renewal Fund, is due to commence shortly. Applicants are currently being interviewed and will then be accepted (if successful) onto the programme. This is being led by SSDC. - Support provided to the Next Gen group and other local business groups - Community Renewal Fund grant applications reviewed and funding allocated through the County Council - Provided support and comments to the Heart of the South West LEP's feasibility study into the potential for smart and sustainable aviation and aerospace testing and demonstration facilities within the Heart of the South West (Devon and Somerset)



Economy

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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.	Qualitative Measure	-	-	See supporting information	●	●	<p>An expert group meeting was held where the study that South Somerset District Council commissioned was discussed. The study included:</p> <ul style="list-style-type: none"> A transit scan of South Somerset that identified gaps within the public transport network A simulation study of where a DDRT solution would work best and have the most positive affect <p>Work has continued to support Somerset County Council on possible implementation of the Bus Service Improvement Plan. The BSIP was submitted to Government and SCC are waiting to hear the result of any funding allocations from the Government's £3bn National Bus Strategy fund.</p> <p>SSDC continue to be represented on groups and statutory Boards associated with the National Bus Strategy / Bus Improvement Plan.</p> <p>SCC have been awarded an indicative £11.9m BSIP funding. Work is now underway to consider the best utilisation of this allocation.</p> <p>Next steps: Support the 'Bus Service Improvement Plan' particularly to promote Digital Demand Responsive Transport</p>



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E12	Tourism in South Somerset (Quarterly)	<p>To ensure South Somerset continues to be a prime location for visitors. The targets for this measure include:</p> <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' 	Qualitative measure	-	-	See supporting information	●	●	<p>River Parrett Trail webpage on www.visitsouthsomerset.com populated and now live, includes promotional films, route descriptions and general text. DL Promotional leaflet printed and circulated. Launch event planned for May in Langport. Editorial and advertorial in a variety of publications over next 6 months. Press release will be issued after launch event.</p> <p>Visit South Somerset Website – continues to be populated with business listings – including food and drink outlets, accommodation and local events. Total users for the quarter 13,589 with page views of 34,406. Top 5 Pages visited in quarter: 1) Ham Hill 2) Yeovil Country Park 3) Things to Do 4) Chard Reservoir 5) Events</p> <p>South Somerset Visitor Information Centre continued to open 5 days a week with winter hours helping 1171 personal visitors during the quarter plus email and telephone queries. Really pleased to be awarded Gold in the Bristol Bath and Somerset Tourism Awards and Silver in the South West Tourism Excellence Awards in the Visitor Information Service of the Year category. Yeovil Tourist Information in Petters House remains closed.</p> <p>Annual Leaflet exchange held at Westlands Entertainment Venue with 20 businesses and information centres collecting leaflets from 32 local attractions, SSSC services and Highway England.</p> <p>News letter – two editions produced with 50% open rate. Database currently stands at 369 relevant business.</p> <p>Due to popular demand -reprint of South Somerset Things to do and Explore Map. These and other Visit South Somerset tourism publications available as downloads on our website.</p> <p>Welcome Host Training for six South Somerset Local and Visitor Information Centres, totally 11 paid employees and volunteers.</p>



Economy

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E13	Freedom Leisure (Quarterly)	<p>A suite of measures related to the Economic and Social improvements that form part of the Freedom Leisure contract –</p> <ul style="list-style-type: none"> Financial Performance Service Quality Environmental Contract Social Value 	These measures are to be agreed between SSDC and FL	-	-	-	●	●	<p>An agreed suite of metrics for the contract have not yet been finalised, as the focus for Freedom and SSDC was delivery of the Chard Leisure Centre which opened in November 2021. Proposed metrics which are being developed will be finalised soon to enable 2022/23 monitoring.</p> <p>Financial performance - within budget but behind quarterly target. Increases in energy costs and National Insurance contributions coupled with plant breakdowns have contributed to higher than expected costs. The early opening of Chard Leisure Centre is promising and is expected to improve the overall financial position at year end.</p> <p>Service Quality – The centres have not yet been through a Quest (external quality benchmark) assessment. An internal quality audit showed that there some areas for improvement particularly in relation to customer complaints. The teams are working to address these points.</p> <p>Environmental - Gas and electricity consumption is a little over target across Goldenstones, Wincanton and Westlands, although capital works (planned for completion by September 2022) will improve customer facilities and reduce energy consumption and reduce carbon emissions by circa 435 tonnes PA</p> <p>Contract Social Value – this is reported within Social Value PI's (E2 & E3)</p>



Environment

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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	Q2 0.51759%	Total of 25501 square metres or 2.92%-				This measure is bi-annual and isn't due to report until Q4. However, progress is being made to increase the % of land managed for ecology, conservation and to support the environment with many more areas signing up for "No mow" next year.
EN2	Environmental Outreach (Quarterly)	Number of environmental forums held, to also cover environmental interactions	4	1	0	Forums/ webinars - 6 Newsletter subscribers - 864 Website visitors - 775 Outreach advice (via emails to SSDC inbox) - 153 SSDC Community Grants (Env focused) - 2				Target achieved Webinars/Events: 6 (with 140 attendees) SSDC Community Grants: 2 (£3,960)
EN3	Carbon reduction (Annually)	The % reduction in the footprint across the SSDC estate	10%	Annual Measure	-					tbc - there is a substantial delay from end of year to collating all the data required from across the council
EN4	% of household waste recycled (Quarterly)*	The % of all household waste recycled (Somerset wide)	54%	**	57.34%	54.73%				Figures from Somerset Waste Partnership are for Q3 and cover the whole county.
EN5	Residual waste sent to landfill (Quarterly)*	The % of residual waste volume going to landfill (Somerset wide)	46%	**	5.91%	3.99%				Figures from Somerset Waste Partnership are for Q3 and cover the whole county.
EN6	Waste recycled in the UK (Quarterly)*	The % of all waste collected which is recycled in the UK (Somerset wide)	90%	**	98.62%	99.87%				Figures from Somerset Waste Partnership are for Q3 and cover the whole county.

*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 (Q3)	Current Quarter (Q4)	Perf against target (Q3)	Perf against target (Q4)	Direction of travel	Supporting information
PWWL1	Homelessness Prevention (Quarterly)	Number of approaches	400	100	168	232	●	●	↗	There were 232 customers who approached us during quarter 4 who were either at risk of losing their home or were already homeless. Preventative measures are being applied with a range of teams and funded organisations (e.g. Citizens Advice South Somerset). 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 prevention cases – cases where SSDC intervention or assistance has prevented an individual becoming homeless	40	10	18	21	●	●	↗	There were 58 preventions that ended in quarter 4, 21 of these were successfully prevented, where we were able to either enable the customer to remain in their existing accommodation or secure alternative accommodation for 6 or 12 months.
PWWL3	Homelessness Prevention (Quarterly)	Number of successful relief cases	100	25	25	25	●	●	→	There were 113 cases overall where the relief period ended, 25 cases were successfully relieved and secured accommodation for 6 or 12 months.
PWWL4	Homelessness Prevention (Quarterly)	Number and value of Discretionary Housing Payments (DHPs) paid	TBC	TBC	246 (cumulative)	263 (Cumulative)	●	●		385 applications have been processed this year with 263 of those being awarded a DHP. We assessed 101 applications during quarter 4 and awarded 17 DHPs. We have paid out £248,750.44 over the last year (£62,269.38 in the last quarter). Our total DHP fund from the DWP is £228,171. We are allowed to spend up to £571,793 but anything above the £228,171 is out of our own budget (20,579.44 this year).









Places where we live

Places Where We Live



Ref	Measure (frequency of reporting)	Description	Annual Target 21/22	Quarterly Target	Previous Quarter (Q3)	Current Quarter (Q4)	Perf against target (Q3)	Perf against target (Q4)	Direction of travel	Supporting information
PWWL5	Homelessness Prevention (Quarterly)	Number of rough sleepers	0	0	5	5	●	●	➡	There were 5 rough sleepers as of week commencing 28/03/2022
PWWL6	Homelessness Prevention (Quarterly)	Number in Bed and Breakfast Accommodation	0	0	11	17	●	●	⬇️	There were 17 Households currently accommodated in hotels or other alternative accommodation, comprising of 3 families and 14 singles as of week commencing 28th March 2022. There has been an increase in the use of hotels in the last quarter, the main reason being due to delays in customers being able to move into a accommodation they have been offered and also the customer being entitled to 56 days as part of the relief duty owed under the Homeless Reduction Act. This has caused a blockage on temporary accommodation where people are not vacating quickly enough, we therefore have to use hotels as a last resort
PWWL7	Housing (Quarterly)	Measures reporting the amount and type of support provided by SSDC to help prevent homelessness 1. Affordable housing completed 2. Active Homefinder applications	1. 103 2. 400	1. N/A 2. = 100	1. N/A 2. 2,248	1. 306 2. 2318	● ●	● ●	➡	We have successfully completed a minimum of 306 affordable housing properties. At the end of year there were 2,318 on the register, of which 837 are currently a dequately housed or have a dequate finances.

Healthy, Self Reliant Communities

Ref	Measure (frequency of reporting)	Description	Annual Target 21/22	Quarterly Target	Previous Quarter (Q3)	Current Quarter (Q4)	Perf against target (Q3)	Perf against target (Q4)	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"> 0,0 40 0,0 0 	<ol style="list-style-type: none"> 28,2752 36 0 0 				28 Established walks which is an increase of 2 from last quarter. The walks are run by 36 active walk leaders. 2752 people took part in a health walk during the qtr.
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"> 1,920 10, £100,000 	-	<ol style="list-style-type: none"> 1,903 4, £25,539 	<ol style="list-style-type: none"> 1852 8, £40,705 <p>Cumulative annual: 24 grants issued Total awarded £167,146</p>				We are currently providing 24hr telecare support to 1852 vulnerable customers. This is a significant drop and is the lowest number of customers since 2009. Promotional work required to include introductory offer and launch of new website. 8 Community Grants (1x Arts, 2x Play & Play areas, 3x Community buildings and 2x Wildlife/Countryside) were awarded in Q4. Total of £40,705 awarded towards projects with an overall value of £102,892



Healthy, Self Reliant Communities



Ref	Measure (frequency of reporting)	Description	Annual Target 21/22	Quarterly Target	Previous Quarter (Q3)	Current Quarter (Q4)	Perf against target (Q3)	Perf against target (Q4)	Supporting information
HSRC3	Freedom Leisure (FL) Community Measures (Quarterly)	<ol 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) 	TBC	-	-		●	●	Measures still in development. See E13

What have we achieved? (2021-2022)



No mow project

Successful completion of SSDC's No Mow Conservation Verge trials in Milborne Port, Cucklington, Castle Cary/ Ansford, Ilminster and Yeovil. Demonstrating good practice in wilding green spaces, and engaging with communities to do the same.

1,953

Volunteering days in 2020 - 2021 at our countryside sites at Yeovil, Chard and Ham Hill



NEW Chard Leisure Centre

with swimming pool, gym and soft play centre.



New Yeovil Recreation Centre Cafe and Community space

Opened July 2021



Investigated 166 abandoned vehicles

and removed 11 to help keep streets and neighbourhoods clean and attractive.



Yeovil won Silver for South West in Bloom

We have also supported over 10 "It's Your Neighbourhood" community groups annually as part of the In Bloom initiative.

1,650

trees planted across the SSDC estate and within our communities
Exceeding our 1,000 per annum target



£36,000

secured from Cultural Recovery Fund for Heritage for environmental protection and restoration of the monument at Ham Hill



Green Flag Awards retained

at Ham Hill and Yeovil Country Parks and Chard Reservoir Local Nature Reserve. Ham Hill also secured a Green Heritage Award.



Community Environment Champions



Engaging with a network of 70 Environment Champions covering 50 different parishes through events to share knowledge.



Awarded a South West in Bloom, five star Best Park Award for Yeovil Country Park



97.8%

of all recycling in 2020/2021 from Somerset stayed in the UK (99.4% of all plastics)



New Environment and Destination websites launched

www.southsomersetenvironment.co.uk
www.visitsouthsomerset.com



South Somerset
District Council

What have we achieved? (2021-2022)

Successful application

for Local Authority Delivery Scheme round 1 grant retrofit funding and the completion of energy improvements for 28 Park Homes across Somerset.

750



subscribers to our community environment newsletter, Get SuSSed. 12 issues to date.

Provided environmental support for business and communities by signposting to Government/Local Partnership schemes & producing The SSDC Green Business Directory



Opportunities Hub
South Somerset

Provided employment support for businesses and individuals including setting up the South Somerset Opportunities Hubs.

Continued to measure and track the decrease in SSDC's annual carbon footprint; progressing priority projects that best deliver for the carbon neutrality target of 2030



Worked with Somerset Waste Partnership to roll out Recycle More

over the Summer despite the challenges of Covid and the national driver shortage. It is already seeing over 100 tonnes

Provided training and continued to support community environment projects including launch of a spring wildlife pack

£150k

Welcome Back fund administered and paid out



Provided economic support for businesses by signposting to economic development initiatives including M-Hub and the Growth Hub.



£10m+

Business Support Grants paid out to local businesses which will increase with Omicron support.



Completed a cycling and walking Infrastructure plan for Yeovil



Made Improvements to Cartgate Visitor Information Centre creating a Gold in Somerset and Silver in SW England award winning hub for visitors and residents (South West England Tourism Excellence Awards)



Rebranded Community Heritage Access Centre to South Somerset Heritage Collection, relaunched with new website and digital archive. Promoted the collection and resources with Community Engagement.



Fully energised the 25MW Battery Energy Storage System (BESS) facility

Assisted 7 projects to achieve through provision of 5106 monies

£89,255

awarded to 11 Community Grants covering Arts, Community Transport, Sports and Recreation, Group Development, Community activities and Community buildings



Implemented an action plan based on the "Accelerated Housing Delivery in South Somerset" report