

Appendix A

Service Area	Service Overview	Demand	Performance	Key Indicators	
Arts and Entertainment	<p>Octagon and Westlands are closed and it is uncertain when they will be able to open to the public gain Westlands venue - Operating as Wellbeing Hub</p> <p>In terms of activity that we are currently doing in addition to managing the cancelled events:</p> <ul style="list-style-type: none"> - Bid to the Arts Councils Relief Fund - £35K for Octagon Theatre - Bid to BFI for Westlands – available for venues that show film where that programme has been suspended. 	Decreased	Down	Performance Cancellations in April: 24 (Octagon), 9 (Westlands)	Gross value of refunds in April: - £52,671.80
Benefits	<p>Increased claims for Council Tax Support and income changes up by 500% Time lag in receiving Universal Credit updates but likely to see a high increase. Making part of the process automated so should improve the service standards for customers and reduce workload. Processing times improved from 87 days to 43 days</p>	Increase	Unchanged	Average Time taken to process Housing Benefit claims in March: 27 days (Compared with 20 in Feb/2020)	Council tax support claims complete in March: 326 (Compared with 17 in Feb/2020)
Building Control	<p>Services still in operation remotely. Site visits only being undertaken where absolutely necessary.</p> <p>Physical site inspections (currently using video/photographic evidence)</p> <p>Move to accepting payment via the website only, which has improved processing times, and reduced the need for paperwork</p>	Decreased	Unchanged	New building reg applications received in April: 44 (Compared with 79 in Apr/2019)	Building reg applications closed in April: 119 (Compared with 67 in Apr/2019)

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Careline	Installations are still happening using distancing and PPE. Demand is lower than usual but could increase to facilitate hospital release. At the moment elderly and vulnerable people do not want to have people into their homes. The reduction in installation does have a negative impact on income for the service	Decreased	Down	Total installations in April: 25 (Compared with 32 in Apr/2019)	Total Referrals in April: 25 (Compared with 47 in Apr/2019)
Communications	The Comms Team have increased our social media presence across the main platforms, articles have been well received	Increase	N/A	Social media connections (Facebook/Twitter) in April: 12267 (Compared with 9341 in Apr/2019)	Social media reach per day (Facebook/Twitter) in April: 33089 (Compared with 24539 in Apr/2019)
Crematorium	Cemetery and Crematorium grounds are reopened for visitors as per government guidance, obviously social distance guidance applies and this is being monitored. Funerals are being carried out with a maximum of 10 mourners for each services. The Funeral Directors are coordinating the number of mourners. We are unable to order memorial tablets as the stone masons are on lock down, Cemetery closed to the public but burials can take place with graveside services maintaining social distancing	Increase	N/A	Number of services in w/c 22/04/2020: 32 (Compared with 26 in w/c 22/04/2019)	

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Customer Connect	7 day a week, 8am to 6pm telephone service for Covid-19 Face to face services not running but digital support given over the phone Garden Waste Collection Waste Container Requests - now resumed Missed recycling collections Recycling centres	Increase	Increase	Number of calls received in w/c 28/04/2020: 4522 (Compared with 3479 in w/c 14/04/2020)	Average call wait time in w/c 28/04/2020: 2:49 (Compared with 4:05 in w/c 14/04/2020)
Economic Development	ED work is largely focussed on feeding into the recovery plans to help the economy and businesses recover and adapt to Covid-19				
Environmental Health	EH still running but reduced service and demand is down. We have taken on enforcement work for closure of premises not allowed to open and are liaising with police and trading standards on this. Also will be issuing FPNs (Fixed Penalty Notices) for police on their evidence for breach of social distancing rules				
HMO (Houses in Multiple Occupation)	HMO inspections have stopped unless urgent	Decreased	Down	HMO inspections in March: 0 (Compared with 8 in Mar/2019)	

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Pest Control	Pest Control - Only able to respond to emergency reports of rats in premises. Many cases have been closed by phone advice from LO. Sewer baiting is currently being done	Decreased	Down	Pest control service request response in 7 days Total and (%) in March: 75/75% (Compared with 138/100% in Mar/2019)	
Food Inspections	Food safety inspections have stopped.	Decreased	Down	No Inspections	
DFG (Disabled Facilities Grants)	No standard DFGs are being progressed due to vulnerability of clients and staff. BUT emergency and fast track DFGs are being done remotely to progress urgent adaptations for hospital discharges	Unchanged	Unchanged	DFG priority A case: average time from application to approval in March - 7 Days (Compared with 1 day in Mar/2019)	DFG: average time from application to approval in March - 1 Day (Compared with 2 Days in Mar/2019)
Environmental services + Streetscene	Clinical waste - we expect full service delivery Reduced Service - Essential maintenance of Crematoria and open spaces ongoing, missed recycling collections will not be returned for. No Garden Waste Services have been deployed across Somerset, We are no longer accepting orders for container deliveries across Somerset until further notice. Recycling Centres are currently closed				

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Fly tipping		Increase	N/A	Fly tipping in w/c 27/04/2020: 36 cases (Compared with 17 in w/c 29/04/2019)	
Horticulture		Decreased	Unchanged	Arrangements are being put in place with our main external clients so that we can continue to receive the relevant overall annual contract income	
Housing	Homeless case work running as normal but with appointments being done remotely.				
Homefinder Somerset		Increase	Increase	Assessment of applications wait times in April: Up to date (Compared with 5 day wait in Feb/2020)	Change of circumstances wait times in April: 5 days

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Rough Sleepers	At the moment there are 5 rough sleepers refusing accommodation but additional support is in place.	Increase	Increase	Number of rough sleepers in April: 33 (5 sleeping out/24 in accommodation) (Compared with 2 in Apr/2019)	
Temporary Accommodation	The team have resourced 34 additional units of accommodation to be able to remove rough sleepers from the streets.	Increase	Increase	Average length of stay in temporary accommodation (number of nights) in April: 4.1 (Compared with 1 in Apr/2019)	Additional units of temporary accommodation: 7 Chalets (Preston Hotel) + 27 rooms (Terrace Lodge Hotel)
Land Charges	We expect demand to decrease as the housing market slow down and we will likely see a loss of income	Down	Increase	Property searches requests received in w/c 24/04/2020: 24 (Compared with 30 in w/c 26/04/2019)	Property searches dispatched in w/c 24/04/2020: 33 (Compared with 13 in w/c 26/04/2019)

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Leisure and Recreation	<p>County parks and nature reserves remain open, staff redeployed or WFH. Messages re-enforced on not travelling to sites by vehicle. We will monitor stats as lockdown restrictions lift and we are able to safely provide more services.</p> <p>Reduced services - 2 Site inspections per week at Chard Reservoir, Ham Hill and Yeovil Country Park - pick litter, empty bins, carry out inspections.</p> <p>1 Site inspection per week at CHAC to check Environmental monitoring.</p> <p>Stopped services - Yeovil Rec Ninesprings Café Ham Hill & Ninesprings café ranger centres (Closed to public) Countryside & heritage events cancelled Chard Reservoir bird hide Cartgate TIC. CHAC Petters TIC Volunteering across all services closed - update letter to volunteers being sent wc 13/4.</p>	Decreased	N/A		
Licensing	<p>Licensing still running but reduced service and demand is down.</p> <p>Where possible inspections are being done by video links e.g. animal activity licensing</p>	Decreased			

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Taxi Licenses		Unchanged	Unchanged	Overall number of taxi applications in March: 33 (Compared with 47 in Mar/2019)	
Temporary Event Notices	Likely to see an increase as restrictions are lifted				
Premises Licences		Unchanged	Unchanged	Premises Licences Issued in March: 17 (Compared with 18 in Mar/2019)	

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Locality	<p>Continuing to respond to requests to put up Planning notices, process abandoned vehicles. Gas Checks at Birchfield being carried out by Tim Cox</p> <p>We have picked up delivery of Health kits for the elderly shielding</p> <p>Pest Control - Only able to respond to emergency reports of rats in premises.</p> <p>Play area inspections. - SSDC play areas have been closed. Signs put up and gates secured where possible. There is a need to monitor the condition of the areas to enable them to reopen safely when able to do so.</p> <p>Food licencing & Taxi Licence premises checks suspended</p> <p>Taxi Checks suspended</p> <p>CT&BR homes visits suspended</p> <p>Noise complaint home visits suspended</p> <p>Play Area maintenance suspended (unless there is an emergency)</p> <p>Water testing suspended</p> <p>Food sampling suspended</p> <p>Health Walks suspended</p> <p>Schools Out programme Easter cancelled.</p> <p>Play area inspections – these have stopped but we have done a round robin to check signs still in place.</p>	Decreased	Down	Weekly number of Play inspections in April: 0 (Compared with weekly average of 70)	Weekly number of hours supporting Health Walks in April: 0 (Compared with weekly average of 5)

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Planning	Move to digital consultation with Parishes, strongly encouraging online applications only. Demand is still high but expect we will start to see the number of applications being submitted reduced. Site visits being carried out where safe to do so. Have used video calls to assess sites. We have continued to see an increase in applications but would expect this to slow down until we move out of lockdown	Increase	Unchanged	Total planning applications in, in w/c 24/04/2020: 31 (Compared with 20 in Apr/2019)	Total planning applications out, in w/c 24/04/2020: 33 (Compared with 21 in Apr/2019)
Property	Services realigned to lockdown/home working scenario. Reduced the number of parking inspections	Decreased	Unchanged		
Revenues	Suspended Recovery and Enforcement action, so there will be a reduction in collection rates. Once recovery work starts there will be an increase in workload. Increase in retail relief discount applications. Only a small drop in moves across the District at the moment	Increase	Unchanged	Volume of business rates billing work outstanding in April: 775 Items (Compared with 451 in Mar/2020)	Volume of council tax billing work outstanding in April: 2590 Items (Compared with 1469 in Mar/2020)
Business grants	With support from across the Council the team have processed around 2400 business support grants and paid out £28M	Increase	Increase		

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Strategy and Commissioning	The majority of the team have been redeployed to Benefits and Revenues work. This means work has stopped in the following areas: Local Plan, Gypsy and Traveller Accommodation Needs Assessment, Customer Insight, Member Development, 5-year housing land supply, update SHMA, Economic Development Needs update. Areas where work has slowed considerably are development of new websites for Leisure and Rec, Coaching and mentoring framework, employee engagement survey. Performance is down as the team are not producing or progressing the various projects mentioned above	Decreased	Down	Ongoing Procurements (Strategy through to Contract Award) being delivered by S&C: 16	Freedom of Information requests completed in April: 29
Street Naming and Numbering	Business as usual	Decreased	Unchanged		
YIC (Yeovil Innovation Centre)	Reduced opening hours and significant reduction in the number of businesses currently accessing YIC to work.	Decreased	N/A	Cost of Cancelled external meetings due to COVID-19: £15,418	