

## Monthly

## Snapshot

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- SSSC's Twitter account @SouthsomersetDC has reached over 600,000 people in the last 30 days (19 Nov – 19 Dec). An increase of over 375,000 on the last period the previous month. This has been achieved through an increase in the number of press releases issued, retweets from others, introducing '5' score food hygiene rating score tweets and tweeting daily 'Top Tips' since 15<sup>th</sup> December.
- In the past two months, Careline has installed 70 new alarms and responded to 6,426 calls from their 2,051 existing customers.
- Between July and September, 65% of calls to the contact centre were resolved in the contact centre. This figure is above target for the quarter period.
- Welfare Benefits have had 28 cases referred to the department so far in December. This means a total of 429 cases this financial year. Some clients have also received awards in time for Christmas and lump sum back payments.
- Apart from one or two nights in emergency, Housing has not had anyone in Bed & Breakfast this year. Instead, more suitable accommodation solutions have been found. There are currently 33 people in temporary accommodation.

### Latest headlines:

- The Community Health and Leisure service has recently secured £5,000 from the Somerset County Council Health and Wellbeing Budget (via Cllr Tony Lock) to put towards providing a new family friendly cycle facility at Lyde Park on the eastern side of Yeovil; the first of its kind in the district.
- Countryside has secured £30k of grant funding with the Friends of Yeovil Country Park to deliver diverse training and activities throughout 2015 and beyond, for the communities and Yeovil Country Park.
- In the past two months, Family Focus has accepted 13 new referrals for families needing support through the Family Focus Programme and are currently supporting 81 families in need.
- There were 223 new applications on the housing register in November. We currently have 2,278 applicants on the SSSC Homefinder Somerset register.
- The latest JSA figures for November show South Somerset at 0.7%. This is a reduction from 0.8% in October. This figure represents the lowest level of JSA claimants in the district since December 2007.
- Business Support Grants are still being awarded to flood affected businesses with more than 100 businesses now supported and just over half the overall £500,000 fund distributed. Eligible applications from businesses affected by flooding are still being encouraged.