

Key Updates/ Points of Note/ Top Priorities

Arts and Entertainment – The number of performances cancelled at The Octagon and Westlands is again down. The gross volume of refunds continues to reduce.

Benefits – Average time to process Housing Benefit (HB) claims has risen to 36 days, Housing Benefit changes and Council Tax changes have halved. Volumes of Non Universal Credit work have risen by over 50% since July. Universal Credit volumes are 53% higher than July, with time to process also increasing.

Building Control – Time to process building regulations applications is holding steady at 3 days, whilst time to process full applications has reduced to 14 days. The number of planning applications and building regulations received has reduced since July. Income in July and August was down by 22% and 36% respectively on 2019 levels.

Careline - since the June/July report things are beginning to pick up slowly and steadily. We are averaging about 15 appointments per week currently.

Communications – Connections on social media have risen by 21% in comparison to the same period in 2019. The member update open rate has increased by 16% from 2019. Viewings of Committee meetings held has reduced by 26% in comparison with 2019 figures. We have continued to develop and strengthen our relationship with local media while also issuing weekly newsletters to elected members alongside town and parish councils with strong engagement. A new environmental bulletin, Get SuSSed has also been issued to ensure residents who have requested it are kept up to date with our environment strategy.

Crematorium – The number of ‘service’ only continues to be lower than the same period in 2019. Full services are still unavailable and income continues to be reduced. The number of memorials taking place is rising (4951) but is lower than the same period in 2019 (5981).

Customer Connect – The number of calls received on average during July and August was 3648 with average wait time increased from 3.51 minutes to 4.48 minutes. The average number of calls answered at first point of contact was slightly reduced from 76% to 72%. Return voice messages/call-backs increased from 24 hours to 48 hours currently. The team are struggling with staff shortages which has not helped the delays, work is underway to decrease the longest wait time. Recruitment is underway currently which will hopefully have a positive impact within the next few weeks. .

Environmental Health – Total Environmental Health service requests were up by 30% on the same period in 2019. Infectious disease reports are down by 16% on last year. Food inspections completed are down by 36%, HMO Inspections completed are up by 50% on the same period if 2019. Complaints about noise nuisance were up by 100% compared with last year.

Housing — 4 Known rough sleepers not in temporary accommodation. There are 2 chalets and 5 rooms being utilised currently. The number of households in temporary accommodation has reduced slightly (56) with a slightly longer time spent in the accommodation. Homefinder assessments are up to date and the turnaround on change of circumstances stays at 7 days to wait. Cases of homelessness prevented for this period was 100.

IT – Heat Incidents are averaging 14.4 a drop since the previous report. Service requests have also reduced in this reporting period to an average of 15.45. People working remotely continues to be the norm.

Land Charges – 678 property searches were received, with 592 dispatched. The average time taken to process has risen to 9 days. The team is about to lose 2 resources meaning that the current backlog of 90 cases awaiting registration is likely to rise quite steeply.

Licensing – TEN applications, new premise applications, taxi driver & vehicle renewals and variations to licences are all lower than the same period last year.

Locality – The Summer Play box scheme took place in August. We handed out over 2000 boxes over 4 days in each area – (North, South, West and East). The remaining boxes were distributed via a few home deliveries (people shielding), Food bank in Chard, Community Church In Wincanton they help local people in financial trouble, some went to the Hub in Yeovil, some to Yeovil Town Council, Martock Youth Club and some were distributed by Yeovil Rec.

Payroll – Overtime payments are 80% less than the same period in 2019. Mileage claims are down by 63% compared to the same period last year whilst the cost of casual staff is virtually the same as the 2019 figure.

Planning – Total applications received was 44% down on the same period in 2019. Enforcement case rose by 28% compared to 2019. Fee income is down by 36% on the same period last year. Backlogs are steadily increasing but comparable to last year.

Risks & Issues (Red or New only)

Description	Mitigation / Action Required	RAG Status
Arts & Entertainment, Crematorium	Beyond SSDC control	R
		R
Benefits, Building Control, Careline, Customer Connect, Environmental Health, Housing, Locality, Land Charges, Planning,	See Key Actions	A
Communications, IT, Licensing, Payroll		G

Key Actions

Communities of Practice are compiling recovery plans in line with the above and the Council Plan.

Issues, blockers and escalations

Changing restrictions continue to hamper the return to full service for some areas

Opportunities

TBC