

Monthly Performance

Snapshot



This monthly snapshot shows our recent performance:

- The combined average time for dealing with new claims and change of circumstances in Benefits fell to just 6 days in October from 8 days the previous month. This follows a reduction in the time to process new claims.
- Since May 2014, SSDC has had no households in Bed and Breakfast accommodation at the end of the month. Households in temporary accommodation have also more than halved since March 2011. The SSDC Housing Team has had a peer review recently carried out by the National Practitioner Support Service (NPSS) along with colleagues from BAINES and North Somerset Council. The service scored 68% which is above the national average. This means the Housing Team can now progress to apply to the NPSS for the Gold Standard.
- Friday 7 November proved to be a record breaking day for the Octagon Theatre when tickets for comedian Alan Carr sold out in just 8 minutes. 85% of tickets were bought online for the event. Also, with less than three weeks to go until the opening night of this year's festive pantomime, 17,000 people have already snapped up tickets.
- Record weekly sales at Yeovil Recreation Centre during the last October half term saw income more than triple from £1,242 in the same week in 2013 to £4,722 this year.

Latest headlines:

- 800 children completed the Yeovil Country Park Halloween trail and helped the Countryside team celebrate the opening of the Centre in half term week. The first opening weeks of the Centre have been very successful and the café has proven a popular addition to the country park. 500 people also attended the second Ham Hill bonfire on November 5 and SSDC Countryside Ranger Jon Marshman featured on the ITV local news during the event.
- SSDC's Welfare Benefits Team picked up 58 new cases in October. 5 were referred on to other agencies, 13 cases were advice only and 32 resulted in casework. The remaining 18 clients fell into three categories: not contactable; clients decided help was not needed after all; disengaged with us despite advice given.

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Latest headlines (cont'd):

- South Somerset News was delivered to all households in South Somerset week commencing 17th November, which included two special car parking offers. Firstly, the 'Golden Ticket' where pay-and-display customers in SSDC-operated car parks have the opportunity to win a three month free season ticket. Secondly, a ticket for car park users to cut out and display every Tuesday between 6th January and 30th June 2015, enabling free parking after 3pm in SSDC managed car parks.
- 50,000 native naturalising bulbs including lily of the valley, snow drop, blue bells and Star of Bethlehem have been given away by the SSDC Streetscene Team in the 'Parish Bulb Giveaway' scheme during November; many of our 120 parish and town councils have benefited from this initiative to enhance our local communities.