

SOMERSET WEST AND TAUNTON COUNCIL

CORPORATE SCRUTINY COMMITTEE WRITTEN ANSWERS TRACKER 2021/22 - UPDATED

Date of Cttee	Scrutiny Cttee Request for information	Decision Maker /Directorate Responsible	Response to request for information	Date of response	Scrutiny Officer Comments/Update
1 Dec 21	QC) It was questioned how many quality employment opportunities the Council had attracted in the last few years, in terms of productivity what was the percentage increase and in which sector	Cllr Marcus Kravis / Development and Place	<i>Awaiting updated response from Lisa Tuck</i>		
26/01/22	<i>Draft General Fund Revenue Budget and Capital Estimates 2022/23</i> <i>Enabling Innovation</i>	Cllr Marcus Kravis/ Development & Place			

	<p>Q) It was questioned what the enabling innovation funding mentioned in the budget report was for. Officers responded that a response would be given after the meeting.</p>				
26/01/22	<p><i>Draft General Fund Revenue Budget and Capital Estimates 2022/23</i></p> <p><i>Bus Station</i></p> <p>Q) An update on Taunton Bus Station was requested. Officers responded that a response would be given</p>	<p>Cllr Mike Rigby/ Development & Place</p>	<p>The main building and car parking area at the old bus station is now being used by the NHS as a Vaccination Centre and is open to the public. Their license runs for 6 months until end of September 2022.</p> <p>To get the building ready for use, the NHS have refurbished much of the main building to a high standard. This has involved knocking down partition walls, resolving drainage issues, decorating, painting railings and windows, cutting back overgrown foliage, and making general adaptations so that nursing teams can operate safely and securely. The top floor is being used for office space and a staff area with kitchen, whilst downstairs there is the vaccination centre, storage areas and 1-2-1 consultancy rooms. The NHS are keen to extend the license once it expires.</p> <p>Following a joint application to the Department for Levelling Up, Housing and Communities, SWT and Minehead Town Council were awarded £96,360 to support the installation of two Changing Places facilities – one in the office building at the Old Bus Station in Tower Street, and one in the Coop Car Park in Minehead. To take this project</p>	25/05/2022	Response provided by Robert Downes

	<p>after the meeting.</p>		<p>forward, work is required to remove asbestos from the office buildings and realign drainage and utility services. Once done part of the office building can be converted. The intention is to start developing the Changing Places facility in 2022/23.</p> <p>Work is also continuing to define the longer term use of the site. The focus of which has been on the inclusion of the old bus station site in proposals put forward by Somerset County Council to the Department for Transport for funding under the Bus Service Improvement Plan process. It was recently announced that Somerset has been awarded indicative funding of £11.9m. Although more work is required to refine proposals, they did include an allocation of funds for a Taunton Mobility Hub utilising the old Bus Station site. The project team is currently waiting to hear whether this specific proposal will progress further.</p> <p>Finally, it is worth noting that Natalie Kirbyshire, the Project Manager working on the plans for the Tower Street site, has now left SWT. A new project manager has been recruited and will start in July. In the meantime, if you have any queries, please contact Joe Wharton or Robert Downes (r.downes@somersetwestandtaunton.gov.uk) in the Major and Special Projects Team.</p>		
03/2/22	<p><i>Community Engagement Hubs</i></p> <p>Q) What is the budget for the community engagement Hubs?</p> <p>How does SWT assess value for money?</p>	<p>Cllr Marcus Kravis / Economic Development</p>			

	<p>Is 34 live cases good or bad?</p> <p>Was there ever a target set?</p> <p>Are the live cases only linked to the two open sites?</p>																																								
03/2/22	<p><i>Innovation Centre / Team</i></p> <p>Q) Who is on the Innovation Team?</p> <p>Who is the SWT Officer Lead?</p>	Cllr Marcus Kravis / Economic Development																																							
2/3/22	<p><i>General Fund Financial Performance Report for Quarter 3 of 2021/22</i></p> <p>Q) It was asked how much the Council had received in grants from the government over the past two years.</p>	Finance / Internal Operations	<table border="1"> <thead> <tr> <th>COVID GRANTS TO SUPPORT SWT</th> <th>2020/21 £'000</th> <th>2021/22 £'000</th> </tr> </thead> <tbody> <tr> <td>New Burdens</td> <td>-306</td> <td>-</td> </tr> <tr> <td>Surge Enforcement Funding</td> <td>-74</td> <td>-</td> </tr> <tr> <td>Community Outbreak Management Fund (COMF)</td> <td>-</td> <td>-210</td> </tr> <tr> <td>Outbreak Management Fund</td> <td>-47</td> <td>-</td> </tr> <tr> <td>Coronavirus Response Fund - Rough Sleepers</td> <td>-102</td> <td>-</td> </tr> <tr> <td>Protect & Vaccinate</td> <td>-</td> <td>-116</td> </tr> <tr> <td>Vulnerable Renters</td> <td>-</td> <td>-93</td> </tr> <tr> <td>Test and Trace New Burdens Admin</td> <td>-58</td> <td>-96</td> </tr> <tr> <td>Covid 19 Grant</td> <td>-</td> <td>-813</td> </tr> <tr> <td>Covid-19 LA Support Grant</td> <td>-2,386</td> <td>-</td> </tr> <tr> <td>Sales, Fees and Charges</td> <td>-3,135</td> <td>-415</td> </tr> </tbody> </table>	COVID GRANTS TO SUPPORT SWT	2020/21 £'000	2021/22 £'000	New Burdens	-306	-	Surge Enforcement Funding	-74	-	Community Outbreak Management Fund (COMF)	-	-210	Outbreak Management Fund	-47	-	Coronavirus Response Fund - Rough Sleepers	-102	-	Protect & Vaccinate	-	-116	Vulnerable Renters	-	-93	Test and Trace New Burdens Admin	-58	-96	Covid 19 Grant	-	-813	Covid-19 LA Support Grant	-2,386	-	Sales, Fees and Charges	-3,135	-415	01/06/2022	John Dyson, Corporate Finance Manager.
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2/3/22	<p><i>Corporate Performance Report as at Quarter 3 2021/22</i></p> <p>Q) It was asked if figures were available for how many repeat calls were received for issues which were not dealt with in the first instance.</p>	Customer Services / Internal Operations	<p>Unfortunately, this isn't currently possible. Our phone system doesn't log calls against a customer record so repeat contact isn't identifiable. This will be raised as part of the Unitary work with the Telephony workstream, as a requirement for any Customer Relationship Management software we use in the future. It may be possible to analyse Firmstep to identify repeat requests for the same address and the Business Intelligence team are looking into the feasibility of this.</p>	01/06/2022	Malcolm Riches																								
2/3/22	<p><i>Corporate Performance Report as at Quarter 3 2021/22</i></p> <p>Q) It was asked in which areas the higher numbers of complaints were being received and if these were the usual areas higher numbers of</p>	Customer Services / Internal Operations	<table border="1"> <thead> <tr> <th>Directorate</th> <th>Number of complaints up to end of Dec 2021</th> <th>Answered within 10 working days</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Internal Ops</td> <td>218</td> <td>160</td> <td>76%</td> </tr> <tr> <td>External Ops</td> <td>318</td> <td>285</td> <td>90%</td> </tr> <tr> <td>Housing</td> <td>305</td> <td>208</td> <td>68%</td> </tr> <tr> <td>Dev and Place</td> <td>38</td> <td>29</td> <td>73%</td> </tr> <tr> <td>Total</td> <td>879</td> <td>682</td> <td>78%</td> </tr> </tbody> </table>	Directorate	Number of complaints up to end of Dec 2021	Answered within 10 working days	%	Internal Ops	218	160	76%	External Ops	318	285	90%	Housing	305	208	68%	Dev and Place	38	29	73%	Total	879	682	78%	01/06/2022	Malcolm Riches
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	complaints were seen in.				
2/3/22	<p><i>Corporate Performance Report as at Quarter 3 2021/22</i></p> <p>Q) It was asked whether, excluding the increase in housing complaints, the number of complaints had increased.</p>	Customer Services / Internal Operations			
2/3/22	<p><i>Corporate Performance Report as at Quarter 3 2021/22</i></p> <p>Q) It was asked how many planning enforcement orders were currently out and active versus had been closed down.</p>	Internal Operations	<p>In total in 2021 we had 310 Enforcement Cases across SWT.</p> <p>So far in 2022 we have had 87, which if this rate continues would be an increase for the year as whole.</p> <p>For open cases still open on the system the numbers are as follows</p> <p>2020 = 25 2021 = 178 2022 = 77 Total – 280</p>	01/06/2022	Malcolm Riches

2/3/22	<p><i>Corporate Performance Report as at Quarter 3 2021/22</i></p> <p>Q) It was asked if any comparisons were available for call wait times with other Somerset authorities.</p>	Customer Services / Internal Operations	<p>We have compared service standards between the other councils as part of our work to prepare for the new Somerset Council. Regarding call waiting times, SWTs performance is currently equal to or in many cases actually better than those of our peers.</p>	01/06/2022	Malcolm Riches
2/3/22	<p><i>Corporate Performance Report as at Quarter 3 2021/22</i></p> <p>Q) It was requested that long-term and short-term staff sickness be separated out in the report and asked whether Covid had had a big impact on staff sickness.</p>	Human Resources / Internal Operations	<p>The sickness data does not currently categorise sickness into long-term or short-term sickness, but this is being developed.</p> <p>The overall turnover data includes permanent and fixed term staff but not temporary or agency.</p> <p>A report is being prepared for SMT which will be available in mid-April and will be shared with Members.</p>	05/03/2022	Malcolm Riches
2/3/22	<p><i>Corporate Performance Report as at</i></p>	Planning / Development and Place			

	<p><i>Quarter 3 2021/22</i></p> <p>Q) It was asked if staff turnover figures could be provided, particularly for planning staff.</p>				
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