

'Tackling the Challenges': Council Plan on a Page 2016-21

Our Vision for South Somerset: a place where businesses flourish, communities are safe, vibrant and healthy; where residents enjoy good housing and cultural, leisure and sporting activities.

Our Aims:

South Somerset District Council will be a confident, resilient and flexible organisation, protecting and improving core services, delivering public priorities and acting in the best long-term interests of the district. We will:

- Protect core services to the public by reducing costs and seeking income generation.
- Increase the focus on Jobs and Economic Development.
- Protect and enhance the quality of our environment.
- Enable housing to meet all needs.
- Improve health and reduce health inequalities.

Our Values:

- Putting the customer and community first when developing plans and services
- Supporting people and communities, enabling them to help themselves.
- Being open, transparent and with greater accessibility to those that need to use Council services.
- Working with partners to improve services, efficiencies, resilience and influence.
- Embracing innovation and improved technology to improve customer service and access.
- Empowering a confident, flexible workforce.

Our Focus – Making a Difference Where it Counts

High quality cost effective services

In order to protect front line services we will:

- Transform customer services through technology.
- Actively manage assets and resources to ensure the best financial or community return.
- Seek business opportunities for the council.
- Work with partners to achieve economies, resilience and influence.

Economy

To promote a strong economy with thriving urban and rural businesses we will:

- Work with businesses and use our assets to grow our economy.
- Advise and support initiatives that ensure worker skills meet the employers needs.
- Lobby for and support infra structure improvements to enable growth.
- Capitalise on our high quality culture, leisure and tourism opportunities to bring people to South Somerset.

Environment

To keep South Somerset clean, green and attractive we will:

- Increase recycling.
- Maintain Country Parks and open spaces to promote good mental and physical health.
- Keep streets and neighbour hoods clean and attractive.
- Continue to address the impact of flooding.
- Promote a high quality built environment in line with Local Plan.
- Support communities to develop local, parish and neighbourhood plans.

Homes

To work with partners to enable the provision of housing that meets the future and existing needs of residents and employers we will:

- Minimise homelessness and rough sleeping.
- Work with the private rented sector to improve the standard and availability of rented accommodation.
- Tackle fuel poverty.
- Enable people to live independently for as long as they are able.

Health and Communities

To build healthy, self-reliant, active communities we will:

- Support communities so that they can identify their needs and develop local solutions.
- Target support to areas of need.
- Help people to live well by enabling quality cultural, leisure, play, sport & healthy lifestyle facilities & activities.
- Work with partners to tackle health issues such as diabetes and hypertension.
- Help keep our communities safe.

'Tackling the Challenges': Annual Action Plan 2017-18

Our Vision for South Somerset

A place where businesses flourish, communities are safe, vibrant and healthy; where residents enjoy good housing, leisure, cultural and sporting activities

Our Strategy for 2017-18

To create a modern, responsive, pro-active council serving South Somerset through a Transformation Programme, developing the culture and working practices needed to support a flexible, customer focused council with a modern, commercial approach.

The Transformed Council will be "One Team, Ambitious for South Somerset"

Great to work for * Excellent to work with * Leading the way * Delivering for our communities

This is a major change programme for the Council. During the transition we will manage our performance to minimise disruption to customer services and to deliver our current and ongoing work programmes of agreed projects.

Our Priority Projects for 2017-18

1. To implement the Transformation programme including income generation
2. To complete the updating of the plans for regenerating Central Yeovil and Chard and progress implementation
3. To deliver Phase 2 of the Yeovil Innovation Centre
4. To complete the refurbishment and relaunch of the Westlands Complex
5. To facilitate appropriate local development with both council and national funding
6. To support our small and medium sized businesses across the District, including internet access, to meet their needs

Core Work of the Council

Front Line Services:

Contracted in:

Healthy Lifestyles,
Play Area inspection,
Hospital Grounds Maintenance,
Yarlington Grounds Maintenance

Contracted out:

Revenue Recovery Bailiffs,
Office & Public
Convenience Cleaning, Out
of Hours Helpline

Local delivery by town, parish or community:

Car parks charging policy
(Castle Cary, Somerton & Wincanton), Play
& Youth Facility provision (some), Public conveniences
(some), Local Information Centre, Streetcleansing (Chard)

By Partnerships or Shared Services:

Agricultural / Food Business Support (Defra), Civil Contingencies, Crematorium, Disabled Facilities Grants, Energy/Carbon/Fuel Poverty schemes (CSE, community organisations etc), Goldenstones Leisure Centre, Homefinder, Home Loans, Market Town Regeneration, Play area provision, Shared use leisure facilities, Third Sector & Partnership support, Troubled Families, Waste & Recycling, Welfare Benefits Advice, Wincanton Community Sports Centre, Workplace Nursery, Yeovil in Bloom, Yeovil Bus Station, Yeovil Crematorium, Yeovil Cemetery.
Also: Area/Community Offices (some), Arts, CCTV monitoring, Community Bus, Milford Healthy Living Project, St Michael's Hall.

Directly provided by SSDC:

Building Control, Car Parking, Community Safety, Countryside Parks, Customer Services, Development Management, Economic Development & Regeneration, Elections, Environmental Enforcement, Environmental Protection, Food & Water Safety, Health & Safety compliance, Heritage services, Homelessness services, Horticulture & Nursery, Licensing, Neighbourhood Development & Community Planning, Open Spaces, Planning Enforcement, Private Sector Housing Standards, Revenues & Benefits, Social & Private Sector Housing, Spatial Planning, Strategic Housing, Street cleansing, Theatre & Arts, Tourism & TIC's, Welfare Benefits & support,
Also: Birchfield Landfill site management, Careline, Community Grants, Community Offices (some), Conservation advice, Flooding advice, Gypsy & Traveller sites, Markets, Pest Control, Play & Youth Facility Management & Inspection, Public Conveniences, Sports Development, Street Naming & Numbering, Yeovil Recreation Centre.

Back Office Business Support Services:

Contracted in: Payroll & HR (SWAP, Crematorium & Cemetery)

Contracted out: Cash collection & banking for offices and car parks, Occupational Health, Property & Maintenance (Mechanical & Electrical), Workplace Nursery

By Partnerships or Shared Services: Audit (SWAP), Benefit Fraud (DWP, National Anti-Fraud Network & RSL's), Insurance (EDDC)

Directly provided by SSDC: Asset Management, Business Continuity/Disaster Recovery, Canteen, Councillor Development, Data Protection, Democratic Services, Engineering Services, Equalities, Financial Services, Fleet Maintenance, Fraud & Data, Human Resources, ICT, Lean Efficiency work, Legal Services (inc Land Charges & Rights of Way advice), Management, Marketing & Communications, Payroll, Performance, Post/Printing/Scanning, Procurement & Risk, Property Maintenance, Scrutiny, Spatial Systems

Partnerships that will support the delivery of the Council Plan:

Blackdown Hills Area of Outstanding Natural Beauty * Chard Regeneration Scheme (Chard Vision) * Cranborne Chase and West Wiltshire Downs AONB * Heart of the South West (LEP) * Heart of Wessex Rail Partnership * Homefinder Somerset Partnership & Strategic IT * Market Towns Investment Group * Safer Somerset Partnership * Joint Leaders Advisory Group (Sedgemoor DC) * Somerset Armed Forces Community Covenant Partnership * Somerset Intelligence Partnership * Somerset Levels & Moors Local Action for Rural Communities * Somerset Local Authorities Civil Contingencies Partnership * Somerset Rivers Authority * Somerset Waste Partnership * Somerset Water Management Partnership * South Somerset Together (LSP) * South West Audit Partnership * Strategic Partnership Against Hate Crime * The Stop Line Way * Town & Parish Councils * Yeovil Vision*