

Half year report 2019/20

This is our half year report on our 6 Priority Projects, which were part of last year's Annual Action Plan. For each project we have highlighted progress against the project plan, and outlined other achievements.

1 To complete and fully realise the benefits of Transformation and implement the Commercial Strategy

What we committed to do and our progress

- **Milestone 1: Go live of digital offer for customers by May 2019.** The digital offering has improved significantly through a redesigned public website. Customer service has been optimised by the efficient and effective integration of the My Account (self-service) functionality, Connect 360 (the Customer relationship management tool) and unique customer records. The digital offering continues to be improved.
- **Milestone 2: Develop case for setting up trading companies.** Trading companies are set up and registered with company's house. Directors are appointed and we plan to be operational by Jan 2020.
- **Milestone 3: Fees and charges toolkit issues.** Toolkit is nearly complete, the aim is to start communicating the tool kit to managers and commence full roll out over the next quarter.

What we plan to do next

- Complete Service Redesign
- Build of redesigned processes completion (December 2019)
- Deliver Benefits Realisation Impact Report (December 2019)
- Lead Specialists mobilised to review fees and charges and identify new opportunities
- Complete review of Fees and Charges
- Enable Benchmarker for Fees and Charges to be available for 2020/21
- Secure £1.5m net additional annual revenue from council investment by December 2019 (from base of zero at July 2017) with a stretch target of £2m
- To increase commercial investment to support the Council's Financial Strategy to deliver minimum £3.35m net income per year by April 2022 through the Council's commercial activity and/or existing asset management."

To finalise plans and progress implementation of the Chard regeneration project

2

What we committed to do and our progress

- **Milestone 1: Commence Master planning process following Pre-app discussions** - Completed and submitted to Planning Authority.
- **Milestone 2: Create Outline design for Public realm projects (Apr/May 2019).** Completed and due for community consultation before the end of 2019.
- **Milestone 3: Major Planning Application (Jun/Jul 2019)** - Completed and planning consent issued in September 2019.
- **Milestone 4: Completion of funding bids to support bringing forward the first phase (the leisure element).** Successful application to the Historic High Streets Fund to support Public Realm. External funding for all elements still being developed.

What we plan to do next

- Produce a detailed design of the leisure facility to RIBA Stage 4
- Adopt a Public Realm design guide to use throughout the town centre construction activities, such as the main regeneration scheme, within the Boden Mill and ACI grounds and other satellite schemes such as the Gateway project and the Bell mouth of Silver Street and Fore Street.
- Design Public spaces around new leisure facility, Boden Mill and Holyrood Lace Mill

Below: Plans for Boden Mill site after the Chard Regeneration project is completed



Right: Stakeholders at the Boden Mill site, preparing for regeneration to begin.

3

To continue the refresh of Yeovil Town Centre

What we committed to do and our progress

- **Milestone 1: Consultation on public realm design guide (P1) completed in line with Statement of Community Involvement.** Initial consultation commenced and was completed in July/August.
- **Milestone 2: Access Strategy (T1) Transport model produced.** Model produced to enable phase 2 of the strategy to be developed.
- **Milestone 3: Car Parking action plan (T9) draft and approve fixed plate signage package** - Review submitted to board in September (Q2) signage package requires further work.
- **Milestone 4: Draft Public Realm design guide produced for adoption by Council (P1)** - Guide completed for adoption process through Q3 and Q4
- **Milestone 5: Creation of outline Public Realm design (P2 - P6)** - Outline design completed and signed off by Yeovil board.
- **Milestone 6: Public event on Public Realm design ((P2 -P6)** - Event held on 20th July to inform outline design process.
- **Milestone 7: Access Strategy (T1) Infrastructure plans tested** - All work completed to enable phase 2 of the strategy to be developed.
- **Milestone 8: Agree installation of fixed plate signage with Somerset County Council** - Review has occurred but further work is needed to finalise package.
- **Milestone 9: Identify preferred lighting scheme for West Henford** - Action commenced and will continue into Q3



What we plan to do next

- Car parking action plan - further work to be completed on the signage package
- Produce action Access Strategy draft plan for adoption
- Continue and complete the improved lighting for West Hendford
- Install fixed plate signage package
- Adopt Local Walking and Cycling Infrastructure Plan

What we committed to do and our progress

- **Milestone 1: Establish Wincanton Regeneration Programme Board.** As previously reported there were some delays to milestones relating to governance and project work. Area East Committee approval came in July 2019. The first meeting of the board is scheduled for October 2019.
- **Milestone 2: Feasibility of relocation of mobile banks and provision of 24 hour ATM determined.** This was delayed due to the above milestone, scheduled for October 2019.
- **Milestone 3: Draft prospectus for consultation with Stakeholder group.** As above the delay to the start of the project means this milestone will be started during Q3

What we plan to do next

- Continuation of above milestones. To include high level budget to be considered at District Executive/Full Executive October 2019. Programme resourcing and project
- delivery to be agreed following the above.
- Consultation prospectus published, Land Owner (key sites) liaison
- Obstacles to delivery identified and interventions agreed at target locations
- Consents for relocation of mobile banks and provision of 24 hour ATM obtained and implementation timescale agreed



To develop proposals to accelerate the delivery of key housing sites and associated infrastructure

5

What we committed to do and our progress

- **Milestone 1: To set up a Community of Practice (expert working group)** - Complete - Community of Practice set up, core group and scoping meetings held.
- **Milestone 2: Agree Governance arrangements** – All agreed.
- **Milestone 3: Scope and agree project objectives and expected outcomes** – Agreed main priority (to accelerate the delivery of key housing sites and associated infrastructure), issues tender and conducted interviews with a view of confirming consultancy to deliver a report on "Accelerating Delivery of Housing in South Somerset".
- **Milestone 4: Establish criteria for selecting sites** - A separate project will initially focus on Chard and delivery of the Eastern Development area (separate project to above) with a practical review/analysis of unlocking allocated land within multiple ownerships and delivering key infrastructure.

What we plan to do next

- Review best practice to understand effective approaches and practices
- Agree selected sites and associated infrastructure requirements
- Share proposals for identified sites



6

To assess options for improving community transport links

What we committed to do and our progress

- **Milestone 1: Set up a community of practice (expert working group)** - Complete.
- **Milestone 2: Agree governance arrangements** - Complete.
- **Milestone 3: Scope and agree project objectives and expected outcomes** - Complete.
- **Milestone 4: Review best practice to understand effective approaches in delivery of community transport solutions** - This has been moved to Q3
- **Milestone 5: Review of current community transport provision** - The audit and review started in September 2019 and will continue into Q3

What we plan to do next

- Undertake District Community Consultation to understand transport needs
- Understand options against identified needs
- Share outcomes of assessed options on a scale agreed



For the Annual Action Plan 2019/20 see the link below:

<https://www.southsomerset.gov.uk/media/2020/council-plan-201920.pdf>