

'Tackling the Challenges': Council Plan 2016-21

Annual Action Plan 2019-20

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.



2019-20

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 interest 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 who 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.



Council Plan themes and Areas of focus for 2019/20



Protecting Core Services

To ensure a modern, efficient and effective council that delivers for its communities, we will:

- Provide high quality cost effective services and transform customer services through technology.
- Take a more commercial approach to become self-sufficient financially.
- Develop a more cohesive and ambitious, economically efficient organisation.
- Become a partner of choice for the community and commercial sectors.
- Be a desirable and respected employer that invests in its staff and attracts the next generation.
- Become a leader in its field, delivering high quality and effective services to its customers and communities.



Economy

To promote a strong and growing economy with thriving urban, rural and land-based businesses, we will:

- Develop a reputation as a great place to do business.
- Ensure a greater proportion of our contracts are placed with local small to medium-sized enterprises.
- Support the delivery of improved infrastructure including the A303 Sparkford to Ilchester dualling, public transport improvements and sustainable transport.
- Ensure delivery of adequate employment land and premises to meet different business needs.
- Support our town centres in adapting to the changes in our high streets and consumer trends.
- Advise and support initiatives that ensure worker skills meet employers' needs.
- Promote and support commercial investment including inward investment, innovation and productivity.



Environment

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

- Work with partners to promote recycling and minimise waste.
- Maintain and improve the provision and quality of open spaces and parks.
- Be a leading council in developing and adopting a Green Agenda to promote sustainable environment, economy and communities.
- Keep streets and neighbourhoods clean and attractive.
- Support long-term flood resilience.
- Promote a high-quality built environment.
- Support communities to develop and implement Neighbourhood Plans.



Housing

To enable housing and communities to meet the existing and future needs of residents and employers we will work to:

- Enable sufficient housing in appropriate places to meet community needs.
- Maximise the number of affordable homes including providing more affordable homes to support rural economies and communities.
- Reduce homelessness and rough sleeping.
- Support communities to develop and implement Community Land Trusts.
- Match life long independent living with appropriate property solutions.
- Ensure development which is sustainable, where people want to live and communities can thrive .



Healthy, Self-reliant Communities

To enable healthy communities which are cohesive, sustainable and enjoy a high quality of life we will:

- Embed social value into all processes and activities to ensure we maximise the support we give to our communities.
- Work with partners to keep our residents safe and help them to feel safe in their local area.
- Work with partners to reduce the impact of social isolation and create a feeling of community.
- Work with partners to support people in improving their own physical and mental health and wellbeing.
- Enable quality cultural, leisure and sport activities.
- Support residents facing hardship.

Priority Projects for 2019-20

One Team, Ambitious for South Somerset

To meet our core aim of:



Delivering for our communities

- *Resilient services
- *Customer focused
- *Data driven
- *Proactive

Excellent to work with

- *Commercial mindset
- *Efficient and effective



Leading the way

- *Modern and resilient
- *Adaptable to change
- *Technology enabled

Great to work for

- *Agile and empowered staff
- *Inspiring people



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

2. To finalise plans and progress implementation of the Chard regeneration project

3. To continue the refresh of Yeovil Town Centre

4. To implement the town centre action plan for Wincanton

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

6. To assess options for improving community transport links



Protecting Core Services



Focusing on Economic Development



Enabling Housing



Developing Healthy, Self-reliant Communities

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



Desired 2019/20 project outcomes:

- 100% of external services that can be, are provided digitally by December 2019
- Secure £1.5m net additional annual revenue from council investment by December 2019 (from base of zero at July 2017) with stretch target of £2m
- To deliver a net minimum of £2.2m per annum of revenue by April 2021 (with a stretch target of £3m) through the Council's investment in commercial activity and/or existing asset management

2019/20 Key Milestones*



- Go live of digital offer for customers (May 2019)
- Develop case for setting up trading companies
- Fees and charges toolkit issued
- Service redesign complete
- Build of redesigned processes complete (December 2019)
- Deliver Benefits Realisation Impact Report (December 2019)
- Lead specialists mobilised to review fees and charges and identify new opportunities
- Review of fees and charges complete
- Benchmarker for fees and charges available for 2020/21

*Milestones will be refined over the course of the year

Priority Project 2:

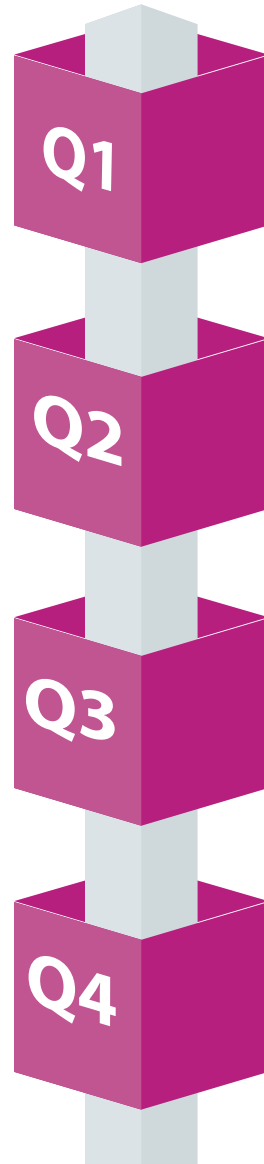
To finalise plans and progress implementation of the Chard regeneration project



Desired 2019/20 project outcomes:

- Produce a masterplan of the whole Boden Mill and ACI site to Royal Institute of British Architects (RIBA) stage 3
- Produce a detail design of the phase 1 element, the leisure facility to RIBA stage 4
- To adopt Public Realm design guide that includes; a consistent theme to style of street furniture and provides parameters on the colour and materials palate, 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 at the Bell mouth of Silver Street and Fore Street.
- Design public spaces around new leisure facility, Boden Mill and Holyrood Lace Mill

2019/20 Key Milestones



- Commence Masterplanning process following Pre-app discussions
- Create Outline design for Public realm projects (Apr/May 2019)
- Major Planning application (Jun/Jul 2019)
- Completion of funding bids to support bringing forward the first phase (the leisure element)
- Subject to consent - Commencement of Phase 1 demolition and construction works Nov/Dec 2019)
- Completion of funding bids to support all the Public Realm aspirations (Dec 2019)
- Produce and adopt a local walking and cycling Infrastructure Plan
- Agree and produce an implementation plan of the Public Realm recommendations for the town's on-street and off street Car Parking and potential areas for pedestrian zones

Priority Project 3:

To continue the refresh of Yeovil Town Centre



3 Desired 2019/20 project outcomes:

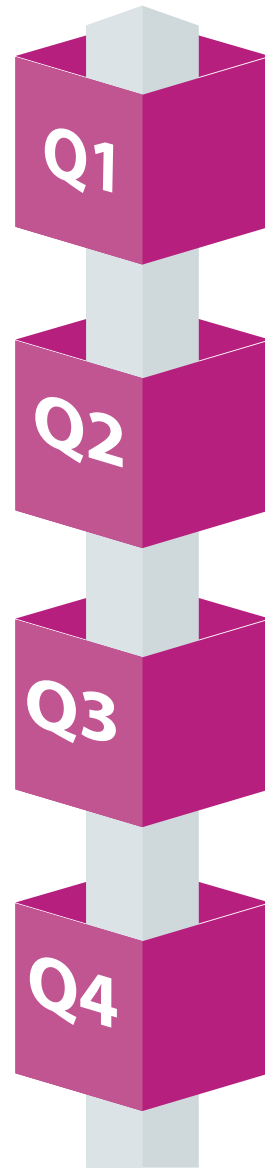
Public Realm

- An adopted Public Realm design guide (P1)
- An adopted detailed design incl. full technical detail which will provide the foundation for delivering the individual project areas (P2 –P6)

Transport

- An adopted Yeovil Town Centre Access Strategy providing the basis for future transport infrastructure investments (T1)
- An adopted Local Walking and Cycling Infrastructure Plan (LWCIP) providing the basis for future investment in cycling and walking infrastructure (T10)
- Car parking action plan (T9)
- Installed improved fixed plate directional signage
- Improved lighting in West Hendford car park

2019/20 Key Milestones



- Consultation on public realm design guide (P1) complete in line with Statement of Community Involvement
- Access Strategy (T1) Transport model produced
- Car Parking action plan (T9) Draft and approve fixed plate signage package
- Draft public realm design guide produced for adoption by council (P1)
- Creation of outline Public Realm design (P2 –P6)
- Public event on Public Realm design (P2 –P6)
- Access Strategy (T1) Infrastructure Plans tested
- Car Parking action plan (T9)
- Agree installation of fixed plate signage with SCC
- Identify preferred lighting scheme for West Hendford
- Draft detailed Public Realm design design produced (P2 –P6)
- Access Strategy (T1) Draft plan produced for adoption
- Car Parking action plan (T9)
- Install improved lighting in West Hendford
- Install Fixed plate signage package
- Adopt Local Walking and Cycling Infrastructure Plan (T10)

Priority Project 4:

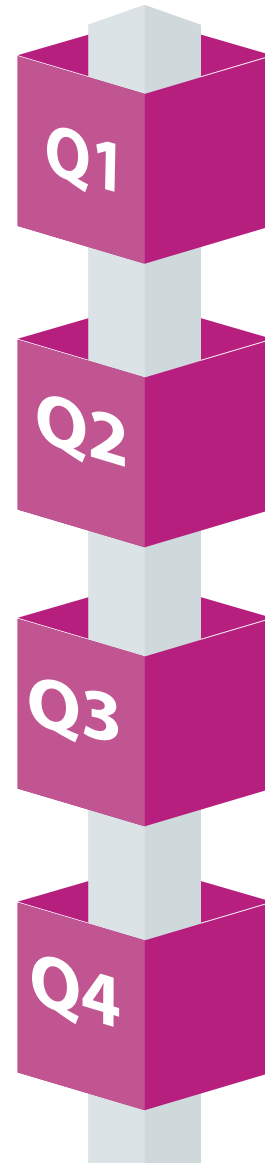
To implement the town centre action plan for Wincanton



4 Desired 2019/20 project outcomes:

- Governance & resourcing of strategy agreed
- Preparation of town centre prospectus
- Unimplemented planning permissions brought forward
- Improved profile of banking services

2019/20 Key Milestones



- Establish Wincanton Regeneration Programme Board
- Feasibility of relocation of mobile banks and provision of 24 hour ATM determined
- Draft prospectus for consultation with stakeholder group
- Consultation prospectus published Land owner (key sites) liaison undertaken
- 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

Priority Project 5:

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



5 Desired 2019/20 project outcomes*:

- Sufficient housing of all tenures available to those who need it
- Stalled sites are brought forward
- Associated Infrastructure improves connectivity

*In year outcomes to be confirmed

2019/20 Key Milestones



- To set up of a community of practice (expert working group)
- Agree governance arrangements
- Scope and agree project objectives and expected outcomes
- Establish criteria for selecting sites



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



- Scope options for accelerating delivery of selected sites



- Share proposals for identified sites

Priority Project 6:

To assess options for improving community transport links



Desired 2019/20 project outcomes*:

- Improved access to essential services such as health-care, education, employment and recreation
- Improved access to opportunities for social interaction
- Improved ease of travel across the district

*In year outcomes to be confirmed

2019/20 Key Milestones



- To set up a community of practice (expert working group)
- Agree governance arrangements
- Scope and agree project objectives and expected outcomes



- Review best practice to understand effective approaches in delivery of Community Transport solutions.
- Review of current community transport provision



- District community consultation to understand transport needs
- Understand options against identified need



- Share outcomes of assessed options



Area Chapter - Area North

The area chapter presents the priority work in Area North for the coming year. Many of the projects are led by others working in our communities and SSDC will take an enabling approach to provide advice and practical support to help others deliver.

Area+ teams are made up of officers from across the council with specific knowledge, skills and experience needed to support the delivery of the Area Chapter. Details of the Area+ team, key activities, and milestones to be presented in the delivery plan.

Key priorities for Area North:



Economy

- Attract tourists and increase spend in and visits to Area North and wider district.
- Develop and refurbish Cartgate Tourist Information Centre, creating a hub for tourists and encouraging visitors to stop in Somerset.
- Continue to support individual businesses including local food and drink producers.
- Encourage shop front improvements.
- Encourage small and artisan businesses.
- Bring forward suitable land for small business units.



Environment

- Support the delivery of a Community/ Neighbourhood Plan to address balance of housing/employment land in Curry Rivel.
- Promote opportunities for enhanced service delivery through SSDC Environmental Services offer including parish warden scheme.
- Develop a round one Heritage Lottery Fund bid to cover a range of elements of heritage and visitor management at Ham Hill, ensuring its sustainable management for the future.
- Tourism and Countryside will work with SCC to deliver a project to rebrand and relaunch the River Parrett Trail.



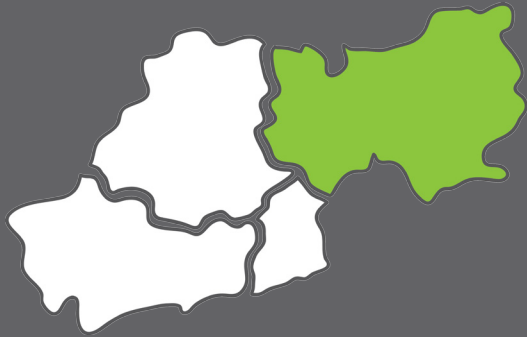
Housing

- Promote and support new Community Land Trusts where appropriate.
- Complete Housing Needs Surveys when requested.



Healthy, Self-reliant Communities

- To deliver improvements to Somerton Recreation Field.
- Support a range of improvements to community buildings.
- Programme of live schemes to be set out in the delivery plan.
- Increase the network of volunteer led health walks through promotion, training and support.
- Deliver 8 Play days in towns/villages in Area North.
- Improve community transport links to address issues of loneliness and isolation.
- Support the existing youth delivery organisations.
- Work with partners to tackle rural crime.



Area Chapter - Area East

The area chapter presents the priority work in Area East for the coming year. Many of the projects are led by others working in our communities and SSDC will take an enabling approach to provide advice and practical support to help others deliver.

Area+ teams are made up of officers from across the council with specific knowledge, skills and experience needed to support the delivery of the Area Chapter. Details of the Area+ team, key activities, and milestones to be presented in the delivery plan.

Key priorities for Area East:



Economy

- Engage the substantial attractions in Area East to develop the overall destination offer for South Somerset and better market this throughout 2019 focusing on unique experiences.
- Work towards providing employment land and business units of appropriate sizes readily available for uptake by business and residents.
- Continue to support key businesses including work with the Chamber of Commerce and other partners.



Environment

- Support the completion of the Neighbourhood Plans in Queen Camel and Castle Cary.
- Continue to support volunteers at Moldrams Ground.
- Promote opportunities for enhanced service delivery through SSDC Environmental Services offer including parish warden scheme.



Housing

- Support existing Community Land Trusts in Queen Camel and Charlton Horethorne.
- Complete Housing Needs Surveys when requested.



Healthy, Self-reliant Communities

- To support work towards provision of an artificial grass pitch available to the community in area east.
- Support a range of improvements to community buildings.
- Programme of live schemes to be set out in the delivery plan.
- Work with Wincanton Rec Trust to develop sustainable management model and use of the site.
- Work with the Balsam Centre to develop a local services hub.
- Improve community transport links.
- Increase the network of volunteer led health walks through promotion, training and support.
- Deliver 8 Play days in towns/villages in Area East.



Area Chapter - Area South

The area chapter presents the priority work in Area South for the coming year. Many of the projects are led by others working in our communities and SSDC will take an enabling approach to provide advice and practical support to help others deliver.

Area+ teams are made up of officers from across the council with specific knowledge, skills and experience needed to support the delivery of the Area Chapter. Details of the Area+ team, key activities, and milestones to be presented in the delivery plan.

Key priorities for Area South:



Economy

- Attract tourists and increase spend in and visits to Area South and wider district.
- Continue to support key businesses including work with the Chamber of Commerce and other partners.
- Support others to deliver Town Centre Events.
- Seek to resolve a long term solution for the location of Yeovil Tourist Information Centre.
- Promote genealogy to overseas visitors, promoting Community Health Access Centre (CHAC) and the family history centre.



Environment

- Maintain and develop Yeovil Country Park as a destination.
- Promote opportunities for enhanced service delivery through SSDC Environmental Services offer including parish warden scheme.
- Submit plans and research funding to extend the Ninesprings building to maximise community potential from schools, groups, cafe visitors and include new heritage and visitor displays.
- Deliver sessions that celebrate the heritage and natural history of Yeovil and Ham Hill whilst also increasing and diversifying volunteering opportunities.



Housing

- Promote and support new Community Land Trusts and community led housing initiatives.
- Support rural parishes in Area South with Housing Needs Surveys when requested.



Healthy, Self-reliant Communities

- To work on a priority programme of repairs to existing youth facilities in Yeovil.
- To support work towards the increased provision of a concrete skate park or pump track in Yeovil.
- Support a range of improvements to community buildings. - Programme of live schemes to be set out in the delivery plan.
- Target support with partners to tackle health inequality.
- Deliver the National Play Day.
- Take a full part in the work of Yeovil One Team.
- Develop innovative engagement programmes making use of the facilities at Yeovil Rec and encouraging participation in hard to reach groups.



Area Chapter - Area West

The area chapter presents the priority work in Area West for the coming year. Many of the projects are led by others working in our communities and SSDC will take an enabling approach to provide advice and practical support to help others deliver.

Area+ teams are made up of officers from across the council with specific knowledge, skills and experience needed to support the delivery of the Area Chapter. Details of the Area+ team, key activities, and milestones to be presented in the delivery plan.

Key priorities for Area West:



Economy

- Attract tourists and increase spend in and visits to Area West and wider district.
- Continue to support individual businesses and associations/Chambers of Trade/Town Teams.
- Supporting rural diversification.
- Maintain pressure to deliver Stop Line Way.
- Complete gateway highway improvement scheme – Chard Fore Street.



Environment

- Support the completion of the Neighbourhood Plan in Ilminster.
- Promote opportunities for enhanced service delivery through SSDC Environmental Services offer including parish warden scheme.
- Develop Chard Reservoir as a visitor destination.
- Continue to support the Blackdown Hills AONB.



Housing

- Promote and support any emerging Community Land Trusts.
- Complete Housing Needs Surveys when requested.



Healthy, Self-reliant Communities

- To improve pitch provision in Area West and particularly in Chard.
- Support a range of improvements to community buildings. - Programme of live schemes to be set out in the delivery plan.
- Develop options to improve community transport links to Crewkerne Station.
- Increase the network of volunteer led health walks through promotion, training and support.
- Deliver 8 Play days in towns/villages in Area West
- Take a full part in the work of Chard One Team.
- Work with Crewkerne TC to pilot hub approach to customer access.
- Deliver a play area at Jarman Way (Plot 5)