

Area South Development Plan (2017-18)

Portfolio Holder – Councillor Peter Gubbins

Team Lead – Natalie Fortt

This is what we do:

Work with communities, Councillors and service providers across our Area supporting the development of stronger communities, promoting economic vitality and helping to create better, more self-sustaining places to live and work



Who do we work with? *We work with the following services, agencies and organisations to achieve our priorities:*

<p>Access For All Armed Forces Community Covenant Alzheimer's Society Avon & Somerset Constabulary BBC Somerset (Media related) British Heart Foundation Bus operators Business community (various members) Camelot Credit Union Charities and volunteer groups (various) Children and youth work groups (various) Citizen Advice Bureau Community Associations : Abbey Manor Westfield Milford Birchfield New Town (Reckleford) Wyndham Park Community Speed Watch Co-operative Shop (Westfield) Developers and agents Devon & Somerset Fire & Rescue Service Environment Agency</p>	<p>Federation of Small Businesses GP Surgeries – Yeovil and Area South Individual volunteers (various) Knightstone Housing Association Locality & DCLG (through the Our Place project) Local buskers/musicians Magna Housing Association National Association of British Market Authorities National Trust NHS : Health visitors Yeovil District Hospital Public health specialists Older people (preventative) Breastfeeding promotion (UNICEF award for Somerset) National Market Traders Federation Pathways Play groups / pre-schools (various) Post office Parish Councils Quedam shopping centre</p>	<p>Royal British Legion Shopmobility Social Enterprises (various) Somerset County Council Somerset Rural Youth Somerset Smokefree Alliance South Somerset Mind Yarlington Housing Group Stonewater Housing Association Spark The Breeze The Conduit The Emporium The Hub – Yeovil Ward Members Western Gazette Yeovil Job Centre Yeovil in Bloom Yeovil Chamber of Trade & Commerce Yeovil Foundation Learning Partnership Yeovil Town Council Yeovil Town Team Yeovil Town Centre Local Action Group Yeovil One Team</p>	<p>Yeovil Churches : Yeovil Community Church St.Peter's Church St.Mark's Methodist Church Yeovil Family Church Birchfield Church Yeovil Street Pastors Yeovil Schools federation : Yeovil College Milford infant School Milford Junior School Grass Royal School Pen Mill School Reckleford School Birchfield Community School Bucklers Mead Academy Aspire group (Bucklers mead) Westfield Academy Preston Academy</p>
--	---	--	---

Our Priority Areas for 2017/18 are:

1.	Town centre & neighbourhood management
2.	Economic development, job creation & regeneration schemes
3.	Community-led planning & development
4.	Improving access to services & facilities to reduce inequality
5.	Effective democratic engagement

Service Standards for 2017/18 (our core work)

1.

Community Grants

South Somerset District Council (SSDC) is committed to supporting community development and projects, for which we offer a range of grants. The standards that we expect to fulfil are:

- Grant application pack to be sent out within 48 hours of request
- Acknowledgment letter to be sent out within 3 days of receipt of application form
- Award letter and conditions to be sent out within 5 days of Scrutiny call in period

2.

Front Office

The Council have staff available in the Area Office providing advice & guidance on all Council services, in particular:

- Verification and processing of housing benefit applications, assistance with online Universal Credit applications, receipt of payments, dealing with SSDC enquiries and signposting/referring to other agencies as appropriate

3.

Community Development and Regeneration

South Somerset District Council's Area Development Team aims to:

- Answer all community development and regeneration queries and questions received within the timescales set by corporate service standards
- Offer advice and support to any community group within Area South wishing to produce a Parish Plan or Neighbourhood Development Plan
- Enable one business event and maintain regular contact with local business associations
- Respond to Sole Traders' and Companies' enquiries within the timescales set by corporate service standards
- Encourage participation and give at least 6 weeks' notice of workshops, meetings or consultations, which will always be held in accessible venues
- Ensure that communities are consulted and engaged with all of our major physical improvement projects through a communications plan
- Offer funding advice to local associations and voluntary groups and signpost to grant assistance for possible sources of funding
- Coordinate & arrange meetings & workshops in response to demand from ASC, Parishes & community organisations, which bring together key partners and community representatives to jointly tackle issues relating to the well being of residents in the Area
- Check our SSDC website pages once a month to make sure they are up-to-date and relevant
- Actively market the Area as a place to live and work, promoting key towns through communications plan

Service Action Plan: *Top level actions – more detail is within individual work programmes/project plans*

Priority Area	Action	Who	Resource	When	Outcome	Performance Measure
1. Town centre & neighbourhood management	Support local chamber of commerce and business Associations	M Ainsworth N Fortt	3 days 2 days	Ongoing	Partnership working	Dissemination of SSDC information via Chamber channels
	Continue support for the Love Yeovil marketing Group	M Ainsworth N Fortt	12 days 10 days	Nov 2017	Attending meetings and assisting with formally setting up the group. Including developing a website and social media platforms, marketing strategy, events programme. Developing and agreeing sponsorship pack. Obtaining funding for projects and events.	Love Yeovil Group formalities in place. Number of events assisted, website launched, sponsorship gained. Report to Area South Nov 2017. Updates to Yeovil Vision Board
	Merge town centre maps work with Love Yeovil communications plans.	M Ainsworth Community Support Assistant	5 day 2 days	Ongoing to fit with Love Yeovil timescales	Cohesive image in relation to maps and way marking and Love Yeovil website.	Report to Area South Nov 2017. Updates to Yeovil Vision Board.
	Continue to support the Yeovil Town Centre Enhancement Group and implement the multi-agency maintenance schedule	M Ainsworth Community Support Assistant	14 days 3 days	March 2018	Cleaner, better maintained environment in the town centre	Programme of improvement agreed & implemented. Update reports to Area South committee.
	Continue to support Yeovil Vision Board	N Fortt Community Support Assistant	2 days 2 days	March 2018	Maintaining the Yeovil Vision within a cost effective and streamlined structure, to influence strategic projects seeking external resources and to oversee the delivery of local projects to benefit Yeovil	Supporting Yeovil Vision meetings producing all related reports, agendas and minutes
	Continue to support the administration of promotional spaces in Yeovil town centre and develop promotional pitch policy	Community Support Assistant L Davis / M Ainsworth	3 days 3 days	March 2018	Vibrant and diverse town centre environment	Report to Area South committee

Priority Area	Action	Who	Resource	When	Outcome	Performance Measure
2. Economic development, job creation & regeneration schemes	Project Manage Westfield Regeneration Programme	J Divall	15 days	Mar 2018		Projects supported. Progress report in March 2018
	Yeovil Refresh public realm, including Lower Middle Street and Sherborne Road	M Ainsworth N Fortt Community Support Assistant	Await outcome of Yeovil Refresh	TBA	Project Plan	Project Plan and report
	Digital high street work	M Ainsworth N Fortt Community Support Assistant	3 days 1 day 5 days	Mar 2018	Research carried out on digital presence of town centre retailers.	Digital data available for Yeovil town centre
	Continue to support and advise communities and businesses to initiate and implement projects within Area South	M Ainsworth N Fortt J Divall Community Support Assistant	2 days 2 days 2 days 1 day	Ongoing	Continued engagement with communities and businesses to deliver successful community projects and business outcomes	Engagement, advice and support given to projects
	Resolve final agreements on licence for the Reckleford Road Scheme	M Ainsworth	2 days	Dec 2017	Project finalised and retention monies released.	Project completion
	Support given to town centre events including Yeovil Half Marathon, Super Saturday and the Christmas Switch on. Support Love Yeovil with new events as they arise.	M Ainsworth Community Support Assistant	8 days 5 days	Throughout the year	Successful events delivered in partnership with key stakeholders.	Events delivered successfully
	Neighbourhood retail enhancement project – Westfield and Birchfield	M Ainsworth Community Support Assistant	10 days 5 days	March 2018	Plans agreed for both projects and funding agreed for one project.	Plans and funding agreed for one of the projects, start dates agreed.

Priority Area	Action	Who	Resource	When	Outcome	Performance Measure
	Continue to support and develop existing and new initiatives for Yeovil Markets	M Ainsworth L Davis Community Support Assistant	20 days 2 days 2 days	March 2018	Existing market improved, new markets tested on Saturdays, regular themed markets at key times throughout the year. Reduced resource implications for Area South Development Teams	Friday Markets improved, new markets established on Saturdays. Reports to market Improvement Group, Area South committee and Yeovil Vision Group
	Continue to oversee newly transformed Vintage market	M Ainsworth	7 days	March 2018	Vintage market being managed externally with less resource implications from SSDC. Renewed name for market, Service Level Agreement in place. New location being trialled top of Middle Street.	Successful vibrant market attracting footfall to the town centre
	Support local Parishes to deliver Housing Needs Surveys West Coker East Coker	J Divall J Divall Community Support Assistant	1 day 3 days 3 days	Sep 2017 Sep 2017	Improved, current evidence of need which can be used to enable the strategy housing team to establish local demand and need.	Completed Parish Housing needs survey's – included to SSDC Strategic Housing Strategy
	Support Neighbourhood Plan groups in: East Coker	J Divall	3 Days	Sep 2017	Towns and Parishes have greater influence over the scale of growth and type of development required to improve sustainability and to meet local need.	Plan 'made' and incorporated into the Local Development Framework

Priority Area	Action	Who	Resource	When	Outcome	Performance Measure
4. Improve access to services & facilities to reduce inequality a) Improved community buildings	Comment on impact of significant planning applications	Area Development Team	Within existing resources	Mar 2018	Community infrastructure improvements can be achieved more quickly with S106 adding value to wider investment	Update S106 annual statement sent to Parishes / Ward members
	Encourage parish engagement with applications and S106 negotiations	Area Development Team	Within existing resources	Mar 2018	Clear reporting of S106 investment projects to Area South Committee	
	Link community projects with local available S106	Area Development Team	Within existing resources	Mar 2018	Ward members & Parishes have better awareness of S106 monies	
	Support all Yeovil local Community Associations to improve people's access to services and facilities	J Divall / N Fortt	10 days	Mar 2018	Improved communication amongst service providers and with local community. Co-ordinate approach to improving health & Well being	Projects supported. Progress report to Area South Committee in March 2018
	Support Westfield Community Association to deliver local health & well-being projects that tackle health inequalities in the Neighbourhood, including: 1) Community training programme 2) Tackle image & communication of community 3) Fuel Poverty 4) Road safety	J Divall J Divall J Divall J Divall	3 days 6 days 2 days 3 days	Mar 2018	Improved opportunities and better environment for local residents in the long term	Projects supported. Progress report to Area South Committee in March 2018
Produce, publish and print Halls for Hire brochure for Yeovil and Surrounding villages	N Fortt Community Support	4 days	Once or twice a year	Electronic and paper version produced and distributed to local agencies.	Verbal feedback from bookings clerks	

Priority Area	Action	Who	Resource	When	Outcome	Performance Measure
	Run an area wide Youth Opportunities Group to support sharing of information	N Fortt Community Support Assistant	1 day 3 days	Quarterly	Better engagement with young people	Annual ADP report to Area South Committee
	Run a high quality access point & advice service for the public at Petters House	L Davis Community Support Assistant's	300 days	Ongoing	Improved customer experience & service. Integration of front desk services with other agencies	Annual report Area South Committee To achieve 98% customer satisfaction rate
	Support the delivery of new play facilities at West Coker Recreation Ground	J Divall	2 days	Sep 2017	Improved access to play facilities	Funding secured. Play equipment installed and site complete
	Support project plan delivery and identification of funding for new Multi Use Games Area at West Coker Recreation Ground	J Divall	4 days	Sep 2018	Improved access to youth facilities	Funding identified, applications processed and project plan in place
	Support Parishes & Trusts to establish Master plans for Recreation Grounds: 1) West Coker 2) East Coker 3) Barwick	J Divall J Divall J Divall	5 days 5 days 5 days	Sep 2018 Sep 2018 Sep 2018	Locally shaped community designs of future visions of recreation ground facilities. Officer support to the parishes/trusts to establish project plans for the various elements involved.	Vision design complete. Project identified and guidance given. Where possible completed projects
	New Sports pavilions for parish – support the project to build stage 1) West Coker 2) Barwick 3) East Coker	J Divall J Divall J Divall	10 days 7 days 7 days	Sep 2018 Sep 2018 Sep 2018	Full project plan, funding applications identified and where possible permissions to start the project.	Report

Priority Area	Action	Who	Resource	When	Outcome	Performance Measure
	New Community Centres – support project to build stage 1) Westfield 2) Wyndham Park 3) Lufton	J Divall N Fortt N Fortt	14 days 14 days 14 days	Sept 2018 Mar 2018 Mar 2018	Westfield: Phase 2 Big Lottery application submitted/other forms of funding secured. Overall Outcome: Full project plan, funding applications identified where possible permissions to start the project.	Completed funding applications Update report
	Support existing Community Hall management committees to improve local facilities: 1) West Coker 2) Barwick	J Divall J Divall	3 days 3 days	Dec 2018 Mar 2018	Project plans and funding strategy in place (or completed projects)	Completed project plans/or completed projects
5. Effective democratic engagement	Arrange Annual Parish Meeting and workshops in response to demand from Area South Committee, Parishes & Community organisations	Area Development Team Democratic services officer	Within existing staff resources	Jan 2018	A forum for debating important local issues & agreeing best solutions. Raise awareness of opportunities	Report to Area South Committee
	Coordinate and Chair Area Community Forum	N Fortt Community Support Assistant	1.5 days 1 day	Ongoing	Improved collaboration across local groups.	Held three times a year Attendance records kept

In addition, the service will deliver actions to deliver key corporate strategies, comply with corporate policies, deliver savings, monitor performance, review and monitor complaints and manage risk within the service.