

# Council Plan 2020 - 24



## Our Vision for South Somerset

A naturally beautiful and sustainable environment, which also allows business to flourish and good homes to be delivered. A place where our communities are safe, vibrant and healthy and have access to exceptional cultural and leisure activities.



# 2020 - 24



## Our Values



**Customers first** - Designing plans and services around our customers



**Community at heart** - Enabling residents to support our communities and the environment we live in



**Open and transparent** - Actively communicating, engaging and listening to feedback



**Innovative** - Embracing innovation and technology to improve customer service and facilitate access to council services for all who need it



**Getting things done** - Empowering dedicated and flexible employees and elected members focussed on delivery



**Working collaboratively** - Working with partners to enhance outcomes for our communities

# Our Aims

South Somerset District Council One Team,  
Ambitious for South Somerset.

## Great to work for

- \*Agile and empowered staff
- \*Inspiring people



## Leading the way

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



## Excellent to work with

- \*Business-like organisation
- \*Efficient and effective



## Delivering for our communities

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



# Annual Action Plan 2021/22

## Council Plan themes and Areas of focus for 2021/22



### Protecting Core Services

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

- Be great to work for, retaining, developing and attracting talent into the organisation
- Predict the peaks and troughs in demand for our services, to prioritise and direct organisational resources appropriately, address capacity and build resilience
- Establish a commercial culture and approach to become self-sufficient financially
- Deliver a high quality, effective and timely service to our customers and communities
- Exploit emerging technologies and their potential for improving our performance
- Harness intelligence, feedback and data to ensure that we continue to shape and improve services based on evidence and are equipped to proactively and effectively deliver interventions to ease preventable demand for our services



### Economy

To assist businesses to recover from the Covid-19 pandemic whilst supporting growth within the South Somerset economy, we will:

- Align projects so that economic growth is sustainable and inclusive for all, working with key external organisations and communities to deliver shared visions and ambitions
- Continue to deliver South Somerset District Council's Covid-19 Economic Recovery Plan
- Deliver with other stakeholders a coherent programme to make South Somerset a hub of enterprise and innovation, to enhance key sectors including aerospace, advanced engineering / manufacturing, tourism, food & drink and agriculture, and improve productivity.
- Implement new learning programmes to deliver better local career opportunities and better satisfy digital, aerospace and advanced engineering business needs by working with major employers, learning institutions, business and public agencies
- Work with commercial providers and public sector programmes to increase the broadband speed and availability plus mobile connectivity throughout the district
- Explore and implement innovative transport technology solutions (including Digital Demand Responsive Transport) to make rural transport more accessible and affordable



### Environment

To keep South Somerset clean, green and attractive and respond to the climate and ecological emergency we will work in partnership to:

- Continue the delivery of the Environment Strategy action plan, reducing our carbon emissions by 10% every year, to reach carbon neutrality by 2030
- Adopt and commence delivery of an Open Spaces Strategy promoting green infrastructure across the district
- Enhance the quality of the environment and its resilience and ability to adapt to climate change in partnership with our communities and businesses
- To protect South Somerset's landscape and to seek to increase tree cover within our communities and the wider environment
- Support the delivery of the County wide Climate Emergency Strategy
- Initiate and support actions and infrastructure to encourage a shift to low carbon transport options including walking, cycling and electric mobility
- Promote and improve recycling and minimise waste through the roll out of 'Recycle More' across South Somerset from June 2021 through the Somerset Waste Partnership
- To support the development of environmental and ecological aspects within local, parish & neighbourhood plans, promoting Nature Recovery Networks across the district
- Work with external partners to benefit the wider national cause in developing and generating clean energy storage to reduce renewable energy wastage in turn reducing use of fossil fuels in UK energy production



### Places where we live

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

- Enable the delivery of good quality housing in appropriate places across all tenures, to meet community needs
- Maximise the provision of affordable housing
- Support rural communities and economies through delivery of affordable housing
- Prevent people losing their home and supporting people who are homeless to have a place they can call home
- Support communities to identify any housing need in their parish and support them to meet this demand, including supporting Community Land Trusts
- Support provision of housing for Life long independent living
- To deliver sustainable communities where people want to live and thrive
- Proactively identify adaptable housing and community solutions responding to the consequences of the Covid-19 pandemic
- Promote and encourage environmentally sustainable housing, including to protect the Somerset Levels and Moors when determining planning submissions following advice from Natural England



### 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, and help our residents feel safe in their homes and communities
- 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 physical and mental health and wellbeing
- Enable quality cultural, leisure and sport activities
- Proactively support residents facing hardship
- Help tackle the causes of economic & social exclusion, poverty and low social mobility
- Support older people to live and age well by increasing their independence, reducing loneliness, and improving financial security

# Priority Projects for 2021-22

To meet our  
core aim of:



**Economy &  
Healthy, Self-reliant  
Communities**



**Economy**



**Places where we live**



**Healthy, Self-reliant  
Communities**



**Environment**

**1.** Lead the recovery and revitalisation of our economy and communities to be stronger, more resilient and more vibrant than before Covid-19

**2.** Continue to deliver Regeneration Programmes

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

**4.** Address child poverty, social isolation and low levels of social mobility across the district

**5.** To accelerate action to adapt to and mitigate the effects of climate change and extreme weather

# Priority Project 1: Lead the recovery and revitalisation of our economy and communities to be stronger, more resilient and more vibrant than before Covid-19



## Desired 2021/22 project outcomes:

Businesses surviving the pandemic and then growing:

- Delivering on the Council's Economic Covid-19 Recovery Plan, the Economy Area of Focus and the Somerset Recovery and Growth Plan
- We will lead and support ambitious projects for growth and productivity in strong partnership with key stakeholders, achieving higher value jobs, greater inward investment, innovation and skills

A socially inclusive and sustainable recovery from the impact of Covid-19

- Engagement with local communities, public, private and third sectors to deliver innovative local social action and economic recovery
- Targeted support to our low-income and most vulnerable residents affected by Covid-19 by working with local communities building on their strengths and assets, focusing on a socially sustainable recovery

Improved accessibility for all to education, work, health and social opportunities:

- Increased engagement of young people and young adults in leading a resilient recovery and delivering innovative local social action
- Improved accessibility for all to education, work, health and social opportunities

## 2021/22 Key Milestones Recovery and Growth Milestones are unlikely to follow a linear process and will adapt with the changing Covid-19 pandemic situation and resulting impact on the economy and community.



- Move from Covid-19 response to focus on recovery
- Better understand the impact and developing local solutions
  - Commission research into the impact of Covid-19 to inform the recovery of communities in South Somerset and to assist in developing local solutions
  - Target activity aimed at low-income and most vulnerable residents, especially young people and young adults
  - Assemble strong local community and business partnerships to support recovery built on local strengths and assets
- Deliver the first Skills, Employment and Wellbeing Hub for local residents to access support
- Commence the delivery of the first community resilience projects for young adults
- Increased availability of high performance broadband and mobile reception
- Agree a strategic plan with key stakeholders for an integrated and ambitious innovation ecosystem, which will maximise the way that YIC, Bunford Innovation Park, iAero and start-up projects will advance our local economy and key enterprises
- Produce a High Streets Recovery Action Plan for our Market Towns including Yeovil, Chard and Wincanton
- To produce an economic mission for Chard that includes forming an application to future Government funds (e.g a Town Deal / Levelling Up)
- Complete a feasibility study for Digital Demand Responsive Transport pilot to improve local transport and identifying funding



- Opening of iAero and capitalising on its economic leverage
- Work with Yeovil College to deliver a new learning programmes that reflect the needs of businesses now and in the future
- Commence actions for a resilient, inclusive recovery and growth in partnership with local stakeholders
- Deliver further Employment and Wellbeing Hubs for local residents to access support
- Deliver a range of inclusive community events and activity that promote the inclusion of all local residents, particularly those most affected by Covid-19
- Subject to funding, launch the Digital Demand Responsive Transport Pilot



- Review progress and learning from delivery and agree project milestones for Q3/Q4



- To be agreed

# Priority Project 2:

## Continue to deliver the Regeneration Programmes



### Desired 2021/22 project outcomes:

- Substantial progress on plans to rejuvenate and repurpose the town centres of Yeovil, Chard and Wincanton
- A shared ambition and confidence with stakeholders and partners to work together and invest in our town centres
- Leadership in the reshaping of our town centres in line with the council's economic recovery and environment strategies
- Social and community recovery of our town centres creating work community and business opportunities

### 2021/22 Key Milestones



#### Yeovil

- Commencement of stage one public realm improvements

#### Chard

- Tender highways/public realm improvement works
- Start first phase of High Street Heritage Action Zone (HSHAZ)
- Formulate and agree way forward for Phase two

#### Wincanton

- Grant programme for building improvements approved
- Intervention approach approved for key vacant premises
- Calendar of town centre events planned and promoted



#### Yeovil

- Completion of phase one public realm improvements
- Commence phase two public realm works

#### Chard

- Commence highway/public realm improvement works

#### Wincanton

- Stimulus package in place for use of High Street buildings



#### Yeovil

- Finalise Workspace Strategy
- Finalise Car Parking Action Plan
- Sign off phase two of Cycling and Walking Package



#### Yeovil

- Complete planning process to enable planning process for Old Cattle Market and Glovers Walk
- Continue with Public Realm enhancements

#### Chard

- Priority highway improvement works for leisure centre access completed
- Leisure Centre opened
- Phase two - Boden Mill plans adopted

#### Wincanton

- On-site construction commenced for phase one Public Realm schemes
- Plans agreed for the Future use of the former Health Centre

# Priority Project 3:

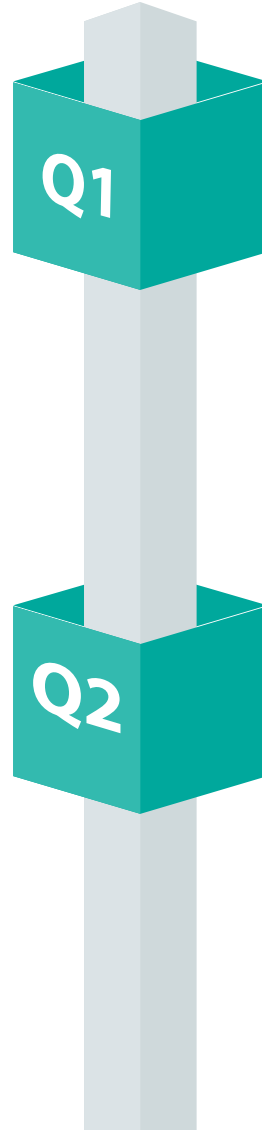
To develop proposals to accelerate the delivery of key housing sites and associated infrastructure



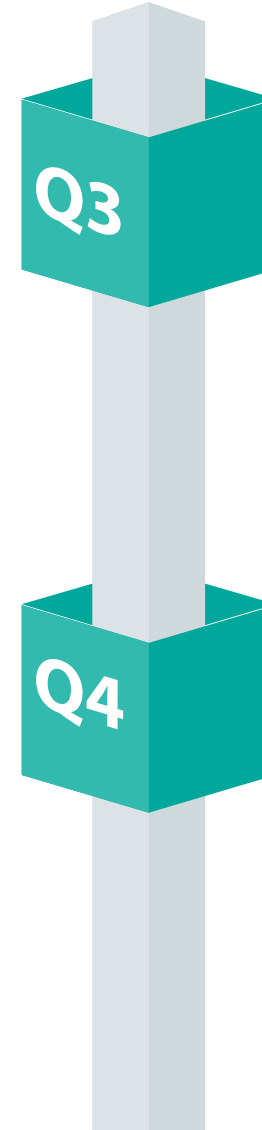
## Desired 2021/22 project outcomes:

- To proactively intervene in bringing forward difficult and delayed housing projects
- To strengthen development relationships with all stakeholders involved in new housing and our communities
- To deliver sufficient appropriate good quality housing of all types and tenures to meet our housing needs as set out in the Local plan
- To secure necessary physical and social infrastructures to meet demands of delivery

## 2021/22 Key Milestones



- To implement the action plan based on the set of recommendations in the "Accelerating housing delivery in South Somerset" report
- Develop stronger relationships with all stakeholders involved in new housing and our communities
- Set a programme of liaison meetings with key organisations/individuals in the development industry
- Initiate a plan to intervene on and increase delivery of housing and appropriate infrastructure of Strategic sites in Yeovil and the primary market towns
- Aiming for interim solution to deliver phosphate neutrality be adopted and implemented as a consequence of housing development
- Review the effectiveness of the existing Partnerships with Registered Providers (RPs) and reach out to wider active accredited affordable housing providers in order to extend choice and promote and encourage more development
- Further engagement with Homes England (HE) to look at support and infrastructure funding on stalled sites; rural exception sites; MMC; SME funding; Strategic Partners; specific projects
- To propose the use of PPA's where planning assistance for key sites has been identified. Have 2-3 Planning Performance Agreements with dedicated planning resource on key sites
- To commence delivery of the Key site in Crewkerne



- Review 5 Year housing delivery progress and planned infrastructure development program implementation
- To implement the actions agreed by the planning Reimagined working group which focussed on: Pre-Application Process; Validation; Consultation; Negotiation Strategy; Reports and Legal Instructions; Scheme of Delegation; Planning Committees; Planning Enforcement; Conservation
- To review aspects of the S106 process and delivery, work towards developing and publishing a model S106 agreement on the website. Including a viability review in the S106 agreement if completion has not taken place by agreed milestones
- Develop a "Housing Prospectus" to include both sites allocated within the Local Development Plan and selected sites that have outline planning permission
- To have progressed funding plans for delivery of key site in Yeovil and delivery of one other key site including the principal Towns of Crewkerne or Chard
- Annual/Ongoing: To progress the next iteration of the local plan review to provide greater certainty on future housing growth across the district

# Priority Project 4:

Address child poverty, social isolation and low levels of social mobility across the district



## Desired 2021/22 project outcomes:

- Reduce the social isolation of struggling families
- Reduce the number of families reaching the point of crisis
- Have in place more coordinated approaches and efforts to addressing issues of poverty and low social mobility
- Be working more proactively with local communities and local partners to address the causes of social isolation

## 2021/22 Key Milestones



- Implement the findings from the formative evaluation report on the South Somerset Families Programme
  - Lead monthly project development and review workshops
  - Work with partners to co-commission proactive community support
  - Develop substantial new initiatives to address poverty, low social mobility and social isolation across South Somerset
- Lead and support efforts to secure external and match funding for local programmes and initiatives
  - Develop mechanisms to creatively involve families in providing feedback and programme oversight
  - Begin implementation of new initiatives to address poverty, low social mobility and social isolation across South Somerset
- Identify the emerging lessons from implementing the new initiatives to address poverty, low social mobility and social isolation
  - Commission an independent external evaluation of the South Somerset Families Programme
- Undertake an initial social return on investment analysis
  - Share the learning from the programme evaluation within SDDC and with partners



# Priority Project 5:

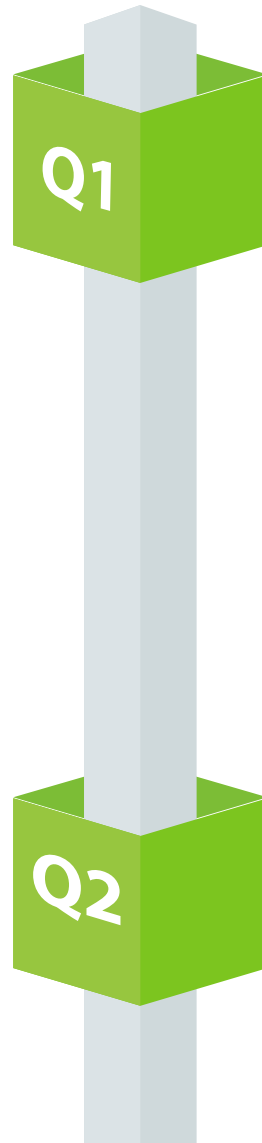
## To accelerate action to adapt to and mitigate the effects of climate change and extreme weather



### Desired 2021/22 project outcomes:

- To achieve a 10% annual reduction in our carbon emissions across our estate and operations to reduce reliance on fossil fuels
- Enable change through others to achieve a significant reduction in emissions across the geography of South Somerset to support resilient communities
- To increase the percentage of tree canopy cover across our estate and the wider district to help mitigate and adapt for extreme weather
- Support the creation and delivery of Nature Recovery Network maps, promoting their use across South Somerset to enhance ecological networks

### 2021/22 Key Milestones



- Progress works to properties in-line with energy report and funding to reduce energy use across SSDC estate and operations
- Complete annual carbon calculator to track SSDC carbon footprint
- Report on key tree planting achievements
- Launch new environment web pages and green directory
- Contract awarded for network of Electric Vehicle (EV) charge points across the district
- Fund and invest in a new 40MW Battery Energy Storage Site with external business partners, commencing onsite works to assist National Grid with reducing UK renewable energy wastage; creating more clean energy, reducing fossil fuel usage across UK
- Promote and improve recycling and minimise waste through the roll out of "Recycle More" across South Somerset from June 2021 through the Somerset Waste Partnership

- Identify options for green energy switch
- Source grant funding for SSDC and wider district tree planting initiatives
- Work with communities and businesses to develop plans to be more resilient and respond to extreme weather events
- Adopt a new Open Spaces Strategy
- Complete energy improvement works through decarbonisation fund (if grant application successful)



- Tree planting programmes started and promoted for winter season
- To provide local Nature Recovery Network maps to communities to support local groups in biodiversity and open space management
- Complete delivery of energy improvements to park homes (if grant application successful)
- Develop opportunities for clean business growth across the district
- Review of tree canopy cover percentage for district and further planning for impacts of Ash dieback
- Work to begin on EV charge network
- Support initiatives that enhance green tourism across the district
- Complete the next phase of the Local Plan review process to enable the implementation of relevant priorities in the Environment Strategy
- Complete and energise new 40MW Battery Energy Storage Site with external business partners to assist National Grid with reducing UK renewable energy wastage; creating more clean energy, reducing fossil fuel usage across UK

#### Overall/Annual:

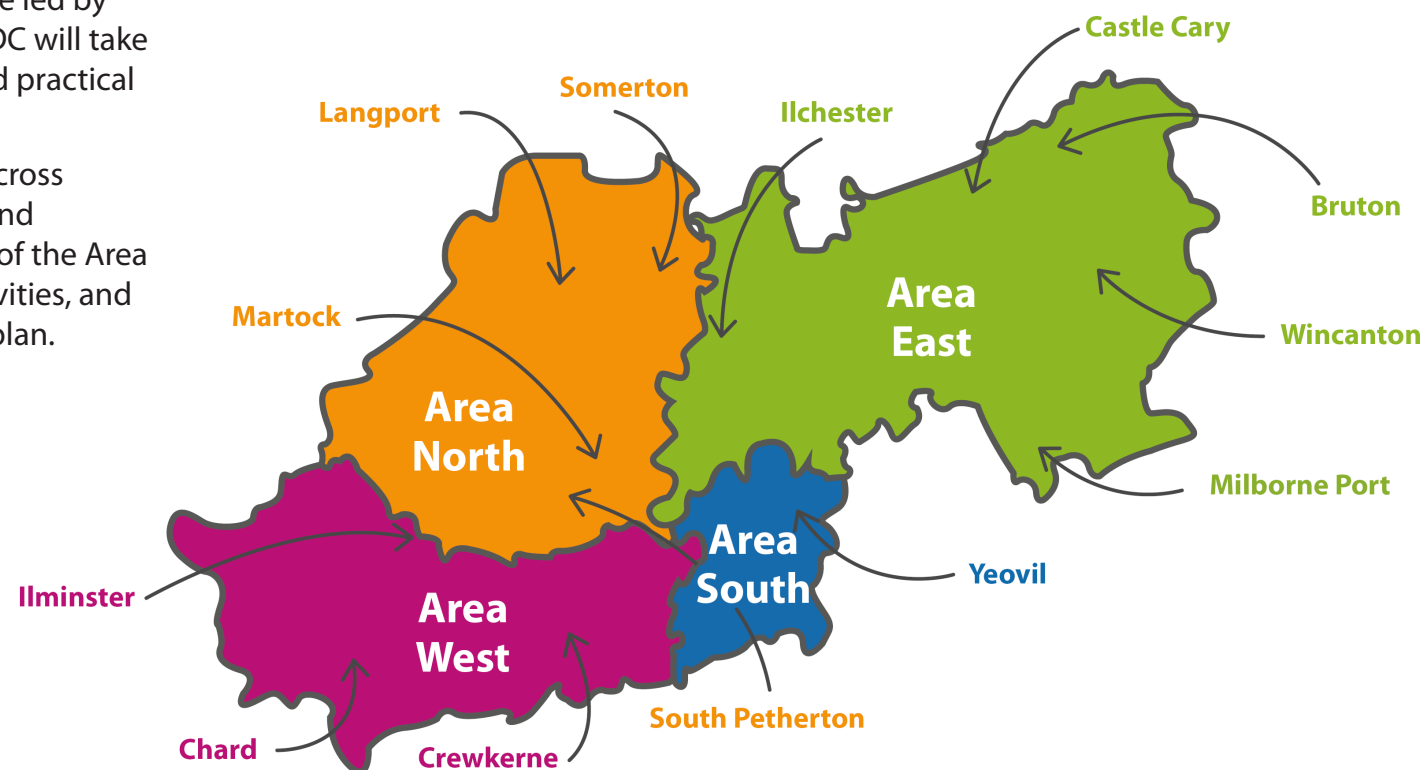
- Provide ongoing support and opportunities to the network of parish environment champions
- Identify options for decarbonisation of residential properties across the district (including grant funding)
- Continue high quality and varied environment communications to promote behaviour change and engagement, including monthly Get Sussed newsletters

# Area Chapters

The Area Chapters form part of the Annual Action Plan and should be read in conjunction with the Areas of Focus and Priority Projects. Reading the Annual Action Plan in its entirety will provide an oversight of the wider priorities as well as provide insights to specific Area priorities.

The area chapters present the priority work in an Area 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.





# Area Chapter - Area South

## Key priorities for Area South:



### Economy

- Continue to support key businesses including work with the Chamber of Commerce and other partners
- Support others to deliver Town Centre Events
- To implement tailored Covid-19 Economic Recovery programmes that suit the needs of local businesses
- To support the Manufacturing Hub (M-Hub) in partnership with the Chamber of Commerce and private sector businesses
- Support Love Yeovil to deliver events and community benefit within the town
- To work with education providers in Area South including Yeovil College to provide skills for the future to local residents
- To support the local food and drink sector through the Food and Drink directory



### Environment

- Support community led initiatives that contribute towards combatting climate change
- To deliver with partners a range of ecological improvements to upper Milford Valley
- To support partners in delivering the Westfield Community Association pocket park
- Deliver a range of wellbeing sessions and practical volunteering at Yeovil Country Park to support Covid-19 recovery, offering engagement with nature and offering sessions to key workers and their families. Supported by Yeovil Town Council
- Campaign and engage with Town and Parish Councils and residents around local enforcement related issues



### Places where we live

- To proactively interact on the progress of targeted housing sites in the area
- To support communities to identify and enable appropriate development in rural areas around Yeovil and support community land trust proposals to meet this demand
- Encourage delivery of Yeovil key site including infrastructure funding needed to unblock delay



### Healthy, Self-reliant Communities

- Support a range of improvements to community facilities through S106 and Community grants
- Work towards replacement of wheeled play provisions at Milford, Yew Tree and Oaktree parks (Skate parks)
- Support the delivery of community facilities at Wyndham Park (subject to detailed land negotiation) as well as West Coker Pavilion and Recreation Ground
- Finalise funding package for pavilion improvements at Yeovil Recreation Centre, construct a new community space and café to open in Summer 2021
- Work with Yeovil Connect to tackle health and inequality
- Maintain the network of volunteer led health walks through promotion, training and support
- Deliver the National Play Day
- Deliver six free family wildlife sessions at Riverside Park; support Yeovil schools in delivering developmental forest school activities and run five large public events at Yeovil Country Park
- Deliver twice weekly volunteering opportunities at Yeovil Country Park. Seek funding and opportunities to expand the volunteering support programme
- Develop and commence delivery of an intergenerational project working in partnership with South Somerset Heritage Collection to use their collection as inspiration for a project linking 7 care homes and 7 schools or youth groups across Yeovil
- Change the name of CHAC to South Somerset Heritage Collection and relaunch on new web pages with a digital archive. Promote the heritage collection and research resources through community talks and engagement
- Improving opportunities for non car transport including walking and cycling



# Area Chapter - Area East

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## Key priorities for Area East:



### Economy

- To implement specific Covid-19 Economic Recovery programmes that suit the needs based on the local impact on businesses
- 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
- To pilot circular initiatives that have economic and social benefits including the promotion of repair, re-use, recycle
- To support the creation of business directories to support; the food and drink sector, tourism sector and environmental / green energy sector.



### Environment

- Support community led initiatives that combat climate change
- Support the community led Active Travel projects (Wincanton to Bruton, Limington to Yeovil and Milborne Port to Sherborne)
- Produce a Local cycling and walking infrastructure plan for Wincanton (funding dependant)
- Deliver species monitoring training for Countryside staff and volunteers to enable them to carry out protected species monitoring and habitat enhancement work at Moldrams Ground LNR
- To support community groups and Environment Champions to deliver a range of ecological and environmental improvements across the Area
- Promote and support partners in delivering environmental improvements to Blackmoor Drive pond
- Campaign and engage with Town and Parish Councils and residents around local enforcement related issues



### Places where we live

- To proactively intervene on the progress of targeted housing sites in the area.
- To support the communities to enable suitable and appropriate development in rural areas and support community land trust proposals.
- Enable the delivery of good quality housing in appropriate places across all tenures, to meet community needs.
- To strive to minimise the carbon footprint of all housing. Working towards Zero emissions.
- Support Neighbourhood planning as a tool to deliver suitable and appropriate local housing.
- Work closely with Parish and Town Councils of Castle Cary and Ansford on new housing sites.
- To Pilot a programme for additional planning guidance for Members
- Pilot project to facilitate communities to give advice and improve energy efficiency measures in existing housing stock by identifying heat loss through the use of tools such as thermal imaging



### Healthy, Self-reliant Communities

- Support a range of improvements to local community facilities through S106 and Community grants
- Continue to support the South Somerset community accessible transport scheme
- Maintain the network of volunteer led health walks through promotion, training and support.
- Deliver a programme of Play days in towns/villages in Area East.
- Tackle social isolation by developing new wellbeing initiatives and continue to support the Balsam Centre
- Support the transition of new leisure operating contract in Wincanton, along with existing centre improvements
- Support the transition of the Heart of Wessex Community Rail Partnership to a new CIC serving Dorset and Somerset and secure representation by SSDC on this new body.

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# Area Chapter - Area North

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## Key priorities for Area North:



### Economy

- Complete signage improvements and refurbishment at 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.
- Support local events and initiatives aimed at encouraging the footfall in local high streets in a Covid-19 safe way.
- To implement specific Covid-19 Economic Recovery programmes that suit the needs based on the local impact on businesses

### Environment

- Complete the development stage of the 1.6 million Ham Hill National Lottery Heritage Fund (HF) project. Submit the final application by Feb 2022.
- To work with partners in delivering ecological and environmental improvements to Bracey Road Rec – Martock
- Re-launch the refurbished River Parrett Trail in Spring 2021.
- Support community led initiatives that contribute towards combatting climate change.
- Campaign and engage with Town and Parish Councils and residents around local enforcement related issues

### Places where we live

- To proactively intervene on the progress of targeted housing sites in the area.
- To support the communities to enable appropriate development in rural areas and support community land trust proposals.
- Support communities to identify any housing need in their parish and support them to meet this demand.
- Support promote Neighbourhood planning as a tool to deliver appropriate local housing.

### Healthy, Self-reliant Communities

- Support a range of improvements to community facilities through S106 and Community grants
- Maintaining the network of volunteer led health walks through promotion, training and support.
- Deliver a programme of Play days in towns/villages in Area North
- Tackle social isolation by improving community transport links and creating new social offers
- Support the development and diversification of volunteering at Ham Hill. Enable the Friends of Ham Hill to expand and create a new website to support the groups activities.
- Deliver a series of woodland wellbeing sessions to support Covid-19 recovery at Ham Hill, funded by the Co-op Community Fund

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# Area Chapter - Area West

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## Key priorities for Area West:



### Economy

- Complete gateway highway improvement scheme - Chard Fore Street
- Continue to support individual businesses and associations/Chambers of Trade/Town Teams
- To support the local food and drink sector through the Food and Drink directory
- To implement specific Covid-19 Economic Recovery programmes that suit the needs based on the local impact on businesses
- To work with the Redundancy Task Force, as part of a wider multi-agency co-ordinated response to the Oscar Mayer closure situation to include a programme of support for individuals. With a view to making a Town Deals bid for recovery or similar funding programmes that arise.

### Environment

- Support community led initiatives that contribute towards combatting climate change
- Support the volunteer group at Chard Reservoir to deliver a self guided children's trail at the Local Nature Reserve
- Continue to support the Blackdown Hills AONB
- To promote and support ecological improvements to Mitchell gardens and Snowdon Park, Chard
- Maintain pressure to deliver the 'Stop Line Way' (SLW) Cycle Path - part of the Sustrans Route 33 long Distance coast-to-coast walking and cycling route.
- Campaign and engage with Town and Parish Councils and residents around local enforcement related issues
- Produce a Local cycling and walking infrastructure plan for Chard (funding dependant)

### Places where we live

- To proactively intervene on the progress of targeted housing sites in the area.
- To support the communities to enable appropriate development in rural areas and support community land trust proposals
- Progress delivery of CEDA in Chard. Agree an updated highway and transport proposal for the allocation and secure a planning legal financial contributions mechanism.
- To secure necessary physical and social infrastructures to meet demands of delivery.
- To be able to commence delivery of the first reserved matters application in the CLR site in Crewkerne
- Support communities to identify any housing need in their parish and support them to meet this demand.
- Support promote Neighbourhood planning as a tool to deliver appropriate local housing.

### Healthy, Self-reliant Communities

- Support a range of improvements to community facilities through S106 and Community grants
- To improve pitch provision in Area West and particularly in Chard
- To support the Football Association to deliver a centre for football development in the Area
- Develop options to improve community transport including links to Crewkerne Station
- Develop new initiatives to tackle long-standing issues of health inequality and social isolation
- Maintaining the network of volunteer led health walks through promotion, training and support
- Deliver a programme of Play days in towns/villages in Area West
- Develop and commence delivery of an intergenerational project working in partnership with Chard Museum to use their collection as inspiration for a project linking 3 care homes and 3 schools or youth groups
- Support the transition of new leisure operating contract in Chard, along with existing centre improvements and delivery of an outreach active communities programme in target areas

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# Monitoring the delivery of the Council Plan - Key Performance Indicators (KPIs\*):



## Protecting Core Services

- 1) Number & % of on-line accounts (household and business).
- 2) Service requests through on-line channel as a % of all service requests.
- 3) Measures for speed of decisions - Planning (weeks)  
Council tax collection (%)  
Benefits applications and changes (days).
- 4) Commercial & financial targets (property & income yields).



## Economy

- 5) % spend with (local) SMEs.
- 6) Delivery of the Economic Development Strategy



## Environment

- 7) Waste & recycling (household residual waste).
  - 8) Delivery of the Environment Strategy
- Our performance will be monitored through delivery plans.



## Places where we live

- 9) Help for and prevention of homelessness – Government measure – (numbers of people supported).
  - 10) Affordable housing completions (number of units and % of all completions).
  - 11) Delivery of the Homelessness Strategy
- Our performance will be monitored through delivery plans and the ongoing monitoring of the Local Plan.



## Healthy, Self-reliant Communities

The areas of focus under the Health and Communities theme will be achieved through strong partnership working and commissioned projects and programmes. Our performance will be monitored through delivery plans and ongoing feedback (from customers, partners and communities).

**\*These are supported by an Annual Residents Survey, locality (neighbourhood) level surveys and monitoring of complaints and feedback.**

# Monitoring performance - corporate & public reporting



**Priority Projects - reports against targets and milestones**

**Highlight reports to relevant projects / programme boards**

**Half-year report to DX / Scrutiny**



**Key performance indicators**

**Quarterly reports to DX / Scrutiny**



**Area Chapters**

**Quarterly reports to relevant Members**



**Areas of Focus**

**Monitoring and evaluation by relevant Portfolio Holders and boards for key strategies and business plans**

**End of year report to Full Council**