

## Place & Performance

### Area South Development Service Plan

Portfolio Holder – Councillor Peter Gubbins

Manager – Kim Close

Set out below are the key projects & programmes being undertaken by the team either directly or in support of community groups & other partners, where we have a key role in the delivery of the projects. This Plan sits alongside our core work or responding to issues & problems on a day-to-day basis, working with Councillors & other services across the Authority and beyond, to try and resolve them.

Completed	In Progress – On Target	In Progress – Risk of Missing Target	Behind Target	Future Action – not started
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Service Action Plan: <i>Top level actions – more detail is within individual work programmes/project plans</i>						
Priority area	Action	Who	When	Outcome	Performance Measure	
1 Support for the vitality of the local economy with a focus on Yeovil Town Centre and Improving the Physical Environment	Continue to support the development of the Yeovil Town Team	Kim Close	March 2016	A financially independent Town Team with an active program of events and activities to support business in the town centre.	Update reports to Area South. Regular YTT Newsletters.	
	In partnership with other services including Property Services and Spatial Planning develop a range of proposals for Yeovil Bus Station.	Kim Close NDO Project Lead	March 2016	Cost effective arrangements in place to ensure convenient bus travel to and from Yeovil.	Update reports to Area South Committee, SASG and DX	
	Continue to develop proposals for Retail Incubation within the Town Centre. The development of the necessary policies together with a package of support delivered in part through the Yeovil Town Team	Kim Close	March 2016	A report setting out a range of options to provide support for new retail businesses within Yeovil Town Centre	Update report to Area South Committee. March 2015	
	Continue to support the Yeovil Vision Board	Kim Close	March 2016	Maintaining the Yeovil Vision within a cost effective structure. Ensuring that it continues to deliver projects for the benefit of Yeovil.	Supporting Yeovil Vision meetings producing all related reports, agendas minutes and newsletters	

	Negotiations with SCC Highways about resolution to complete outstanding works on Reckleford Road Scheme	Kim Close Marie Ainsworth	20016/17	Improved traffic flow through Reckleford  Detailed traffic count and County Highways post-completion report	Post-completion report to Yeovil Vision Board and Area South Committee	
	Support for the 2015 Christmas Lights Switch on event.	Penny Blunn Marie Ainsworth	November 2015	Successful event for Yeovil Town Centre.	Annual update report to Area South	
	Support Super Saturday event September 2015	Marie Ainsworth	Sept 2015	Successful event for Yeovil Town Centre	Annual update report to Area South	
	Support the relocation of the Yeovil Half Marathon	Marie Ainsworth	March 2016	Yeovil Town Centre successfully hosts the half marathon bringing approximately 4000 people into the town centre for the event.	Update report to Area South	
	Commission design work for 6 gateway signs.	Marie Ainsworth	March 2016	The production of a proposals report for consideration by Area South Members.	Report to Area South.	
	Commission design work to update display boards within the Town Centre.	Marie Ainsworth	March 2016	The production of a proposals report for consideration by Area South Members.	Report to Area South.	
	Continue to support the Yeovil Town Centre Enhancement Group and implement the multi-agency maintenance schedule.	Marie Ainsworth	March 2016	Cleaner, better maintained environment in the town centre	Programme of improvements agreed & implemented Update reports to Area South Committee	
	Continue to work to improve the condition and contribute to the replacement of the Primesight contract.	Marie Ainsworth	2016/17	Cleaner, better maintained bus shelters	Update report to Area South Committee	
	Continue to comment on appropriate planning applications on weekly list	Kim Close Marie Ainsworth Natalie Ross James Divall	March 2016	Better quality and appropriate development	Planning consultation comments submitted to Planning department	
	Continue to support and advise communities and businesses to initiate and implement projects within area south	Kim Close Marie Ainsworth Natalie Ross James Divall	March 2016	Continued engagement with communities and businesses	Advice and support given on specific projects	

Continue to support and develop existing Yeovil Markets (operational support)	Kim Close Marie Ainsworth Lisa Davis	March 2016	Vibrant and diverse town centre economy	Report to Area South Committee	
Manage a monthly Vintage market in King George St, Yeovil.	Marie Ainsworth	March 2016	Vibrant and diverse town centre economy	Performance review and report to Area South Committee	
Continue to work with the Market Improvement Group.	Marie Ainsworth	March 2016	An economically viable chartered market which provides good quality trading opportunities and attracts footfall to the town centre.	Update report to Area South	
Work with the Yeovil Vision to develop a strategic plan for Yeovil Town Centre	Kim Close Marie Ainsworth	March 2016	A strategic approach to development in Yeovil town centre	Project outline agreed.  Update Report to Area south Committee	
Continue to support the administration of promotional spaces in Yeovil town centre	Lisa Davis Veronica Woodall	March 2016	Vibrant and diverse town centre environment	Update report to Area South Committee	
Continue to develop plans for Middle Street and Sherborne Road enhancement scheme in line with wider investment in this area.	Kim Close Marie Ainsworth	March 2016	Continued engagement with key partners to determine feasibility	Update report to Area South Committee	
Work with Streetscene to develop plans & projects to enhance the Open Spaces Strategy development for Yeovil to improve local community access, health & well-being.	Natalie Ross	March 2016	Physical enhancement of the green transportation routes and open spaces.  Improved marketing to promote access & awareness.	Installation of bike track at Birchfield Park.  Improvements to Milford Play Group area.	

	To develop and support the Yeovil One project with a view to co-locating the Yeovil One team within Petters House	Kim Close	March 2016	Greater partnership working on community safety issues within Yeovil Town Centre.	Report to Area South Committee.	
	Engage with and support Parishes.	Marie Ainsworth Natalie Ross James Divall Kim Close	March 2016	Improved communication with groups and Parish Councils. Better understanding of Parish issues and needs.	Regular attendance at Parish Council meetings.	
2 Community Development with a focus on addressing Health, social and economic inequalities and developing community facilities	Implement the Our Place community Action Plan for Westfield.	Kim Close James Divall	March 2016	Improved community services.	Update report to Area south Committee	
	Support & promote local community events such as Big Lunch, Table top sales, fetes and One stop shop information days.	Natalie Ross James Divall	March 2016	Events to build local community cohesion, recruitment of community association.	Completed successful events.	
	Work with Developers to plan community facilities on future key sites in Yeovil and surrounding parishes in Area South.	Kim Close Natalie Ross James Divall Marie Ainsworth	March 2016	Future key sites will provide facilities to ensure more sustainable communities	Plans for Community facilities on future key site developments.  Final design agreed for Lufton Dual Use School	
	Provide help and advice to communities wishing to develop community facilities	Natalie Ross James Divall	March 2016	Communities will have better community facilities.	Funding advice to West Coker on their various community projects  Advice and support given to Wyndham Park residents.  Funding and support given to other communities wishing to improve their facilities.  Advice to St Peter's Church Hall.	
	Support community associations and community action.	Natalie Ross James Divall	March 2016	Healthier, more self-reliant communities	Active Community Associations	

	Arrange 3 multi-agency community forum events per annum.	Natalie Ross	March 2016	Community and agencies have the opportunity to discuss emerging issues and share information	Meetings arranged.	
	Provide support and advice to Yeovil Without Parish Council with regards to community facilities	Natalie Ross James Divall	March 2016	Facilities provided to benefit Yeovil Without residents	Report to Area South  Consultation Event for the MUGA	
	Investigate and arrange temporary community facilities for use of Yeovil Without residents.	Natalie Ross	March 2016	Facilities provided to benefit Yeovil Without residents	Investigate possible sites and arrange for services to be installed.  Secure funding.  Arrange purchase and installation.	
	Continue to support provision for youth activity within Area South.	Natalie Ross James Divall	March 2016	Accessible activities for young people within Area South.	Report to Area South  Continue to organise and chair the Youth Opportunities Group  Continue to support the Yeovil Youth Service Review Group	
	Support new local travel initiatives	Natalie Ross	March 2016	More people able to access other modes of transport rather than the car.	Report to Area South.	
	Funding advice and guidance to charitable organisations	Natalie Ross James Divall	March 2016	Organisations able to access funding.	Advice given.	
	Manage and assess community grant fund applications	Natalie Ross James Divall	March 2016	SSDC support to local organisations.	Allocation of the full fund by March 2016.  Reports to Area South Committee.	
	Maintain and publish up to date Ward Profiles	Lisa Davis	March 2016	More people able to access information about where they live and work locally	Updated Ward Profiles	
3 To continue to provide a	Continue to provide high quality accessible front desk enquiries service.	Lisa Davis	March 2016	Provide a very good customer service	To achieve at least 98% customer satisfaction rate.	

high quality accessible front line enquiry service	Continue to review and improve the reception arrangements	Lisa Davis	March 2016	Improved customer experience	Tested via customer satisfaction survey	
	To ensure that staff are trained and prepared to deal with relevant changes for universal credit.	Lisa Davis	March 2016	Staff confident and able to give the best information and support to customers	Tested via customer satisfaction survey	

**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**