



In order to protect front line services we set out to:

- Transform customer services through technology
- Provide access to services to suit our customers' needs
- Actively manage assets and resources to ensure the best financial or community return
- Seek business opportunities for the council
- Work with partners to achieve economies, resilience and influence



£2.5m

The delivery of our Transformation Programme continued to make good progress protecting services for communities in South Somerset with its customers' needs at the heart of every decision. The programme will also reduce the overall cost of services by £2.5m.



transactions were completed through the SSDC website using our on-line forms, **an increase of 58% since 2014.**



We handled around **2500 land charge search requests** from property buyers. Our overall average turnaround time for the year was 4.5 working days.



We acquired three investment properties during the year contributing to our **target of £2.2m net additional income** by taking a more commercial approach.

+76,000

Council tax bills were issued to households across South Somerset.



149,336

calls to our customer contact centre. We answered 81% of calls within 2 minutes and helped **24,000 customers who visited our offices** of which 45% were seeking help with housing and benefits.

84%

of planning applications were submitted through the on-line portal. We handled 1,900 applications for planning consent, **90.3% within the target time.**



To promote a strong and growing economy with thriving urban, rural and land based businesses and improving productivity we aspired to:

- Work with businesses and use our assets
- Provide advice and support
- Deliver initiatives that ensure worker skills meet the employers' needs
- Lobby for and support infrastructure improvements to enable growth
- Capitalise on our high quality culture, leisure and tourism opportunities to bring people into the district



Yeovil Refresh

An overarching and ambitious plan for the regeneration of Yeovil town centre was launched for public consultation in February 2018. This has stimulated interest and collaboration from a range of sectors, individuals and organisations.



Chard Refresh

Plans for the regeneration of the Boden Mill site, Chard and the adjacent SSDC land holdings are taking shape.

Our annual Literature Exchange supported **50 visitor based businesses** to network and promote their business. Our Cartgate Tourist Information Centre achieved **Gold as Visitor Information Service of the Year** for Bristol, Bath and Somerset.

£3.6m

We continued to **help our rural businesses** benefit from European grants to increase their productivity and growth – the **overall investment now exceeds £3.6m** (European grant of £1.3m) since 2014.

£11m

Working in partnership we secured £11m of government funding for the Western Corridor Relief Road in Yeovil to enhance the flow on Yeovil's roads, the scheme is likely to be completed in 2018/19.

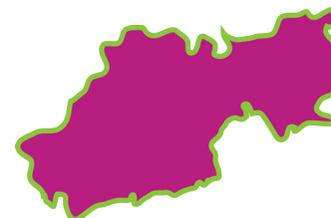
111

small businesses received tailored advice and support during the year.



9000 sq ft

of new business space will be available at Yeovil Innovation Centre 2. The construction of phase 2 commenced in December 2017. The 9000 sq ft extension to the existing building is scheduled for completion in August 2018, and will accommodate around 80 new work spaces.



South Somerset Local Plan

Public consultation commenced for the revision of the South Somerset Local Plan.



To keep South Somerset clean, green and attractive we worked in partnership to:

- Promote recycling and minimise waste
- Promote the use of 'green' technology
- Maintain and promote access to our Country Parks and open spaces to promote good mental and physical health
- Keep streets and neighbourhoods clean and attractive
- Continue to support long term flood resilience
- Promote a high quality built environment in line with Local Plan policies
- Support communities to develop and implement local, parish & neighbourhood plans

2,524 

volunteering days were donated at our countryside sites at Yeovil, Chard and Ham Hill to help maintain these special places that are free for residents and visitors to enjoy - and **all 3 parks maintained their Green Flag status.**

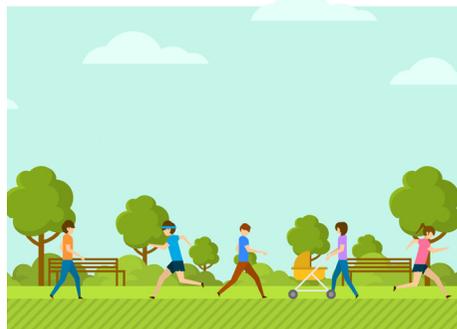
A major redevelopment programme commenced at Yeovil Crematorium to improve facilities for families and mourners, and to meet the highest modern environmental standards.



We worked with Yeovil Town Council and the wider community of Yeovil to achieve **Gold from the South West In Bloom** awards. 19 further awards and nominations were made to South Somerset communities.

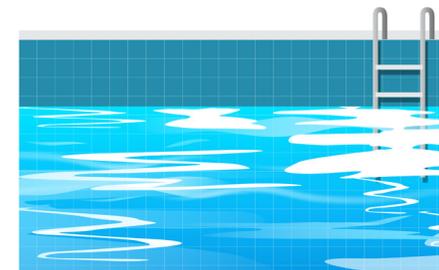
 **12,800***

households subscribed to a garden waste collection service through the Somerset Waste Partnership. We emptied 1,255 litter & dog waste bins located in streets and parks across the district (*Sept 17).





Yeovil Country Park gained a five star Best Park Award from the Royal Horticultural Society. We also maintained a network of 54 neighbourhood parks and open spaces.



£193,000 was awarded to improve participation through better facilities and more programmes for swimming in Wincanton and Yeovil.



We pledged to **reduce single use plastics** within Council operations, supporting change to a more sustainable practice.

940 flytips were cleared in an average of 5 days.

Supported the Somerset Rivers Authority to deliver priority projects providing long term flood resilience to our communities



To enable the provision of housing that meets the future and existing needs of residents and employers we worked with partners to:

- Minimise homelessness and rough sleeping
- Work with the private rented sector to improve the standard and availability of rented accommodation
- Tackle fuel poverty
- Work to minimise the impact of personal or household debt
- Enable people to live independently for as long as they are able

£611,000
invested by the council into
new affordable homes



563 new
homes completed
including 69
affordable homes
delivered by
partnership working
with housing
associations and new
development.



Working in partnership,
we helped 53 South
Somerset
households gain
financial support to
improve energy
efficiency.


careline
SOUTH SOMERSET

2,075

Careline customers received
secure and trusted support.
We teamed up with Devon &
Somerset Fire and Rescue to link
smoke detectors to the Careline
system.



1,940

households were helped to
access affordable accommodation.
We also supported residents with
help and advice for housing and
debt issues.

164

inspections of properties
carried out across the private
rented sector, helping landlords to
provide good quality
accommodation.



201

households benefitted from our
action to prevent homelessness.
We achieved an average stay of
only one day for families placed
in emergency bed and breakfast
accommodation.



To build healthy, self-reliant, active communities we committed to:

- Support communities so that they can identify their needs and develop local solutions
- Target support to areas of need
- Help people to live well by enabling quality cultural, leisure, play, sport & healthy lifestyle facilities & activities
- Work with partners to tackle health issues such as diabetes and hypertension, and mental health
- Work with partners to keep our communities safe

The **Westlands Complex** has completed its first year of operation under the management of the council. Building work on the Entertainment Venue and construction of the Cricket and Bowls Pavilion brought the complex back into full use by residents and visitors.

141,540

tickets were sold for events and entertainment at the Octagon Theatre and Westlands Entertainment Venue. A record breaking **60% of tickets were bought online**. In addition we were supported by around **1,729 days of volunteering** across these two major arts venues.

£205,000

of financial support was given to the Citizens Advice South Somerset (CASS), SPARK and Access for All to provide accessible, personal and vital services to the diverse communities and residents of South Somerset.



We cared for play and youth facilities across the district carrying out **3,300 safety inspections** and creating new play and youth facilities at 11 locations with a total of £415,500 invested, £331,500 through the council.

Our successful **Click into Activity programme** continued with around 500 inactive residents taking part over the past 2 and 1/2 years, gaining support and advice to take up regular physical activity.



Our **11th annual Gold Star awards** was as popular as ever celebrating the achievements of South Somerset young people and volunteers.

£150,000

of grants to **82 community led projects** supporting increased local quality of life, with a total investment valued at £0.75m

To help keep our communities thriving, healthy and safe we licensed more than **950 premises and taxis**, and issued more than **600 permissions** for local events and festivals. 98% of the 1,200 South Somerset food businesses gained a rating of 3 or above.

6,000+ people attended free Playdays in 20 communities in South Somerset.

Our arts delivery partners Take Art, Somerset Art Works, Actiontrack and Somerset Film attracted **audiences totalling 27,000**. More than **2,200 people participated** in cultural activities. The council directly supported 6 arts festivals and 23 arts in education projects.