

Information

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for County Councillors

From:	Simon Clifford - Customers & Communities Director
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Date:	4 November 2015
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To:	All County Councillors
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Customer Access & Shared Assets (CASA)

Summary

This provides an update on the Customer Access & Shared Assets (CASA) Project; in particular our proposals to develop a shared customer hub in Glastonbury.

Project Update

We can inform Members that plans for delivery of a shared SCC hub with partners have been approved. The project will now move into the implementation stage which will be delivered through the Smart programme. The hub will provide customers with a new welcoming, safe, modern space where they can easily access multiple services and will provide opportunities for delivering services in a more integrated way. Having fewer buildings to manage will also reduce running costs.

Based at Orchard Court in Glastonbury (the existing library building), the following services will be located together in one place:

- Glastonbury Library;
- getset/Early Help services (Children's Centre);
- the Registration Service (excluding ceremonies which will continue to be based at Wells Town Hall);
- Citizens Advice;
- Mendip District Council information desk;
- Nursery.

There will also be drop-in space for other Somerset County Council and partner services and office space will be let for commercial and business use. Bookable

space will be also available for community groups.

Next Steps

The project is now moving into the delivery stage and detailed implementation planning has commenced. It is anticipated that works to refurbish the existing building will commence in March 2016 and will become operational in the autumn of 2016. Whilst work is taking place, there will be some disruption to the existing public-facing services operating from the building however, we will keep this to a minimum wherever possible.

Following the results from our customer engagement back in the summer 2015, we are now developing detailed designs setting out what the new shared building could look like. When the designs are finalised, we will share these with Members, staff, customers and the local community. This is likely to take place during Winter 2015/16.

The project is also looking at other opportunities to share space with partners in key Somerset locations around the county.

If you have any questions about the new Glastonbury 'Hub', you can contact us by emailing CustomerAccess@somerset.gov.uk or you can speak to Nena Beric on (01823) 359368.

For more information please contact:	Name: Nena Beric Email: nberic@somerset.gov.uk Tel No.: 01823 359368
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