

Information

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for County Councillors

From:	Simon Clifford - Customers & Communities Director
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Date:	2 August 2016
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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) Programme which creates hubs to house a range of public sector and partner services. It also provides the latest on the development of the first shared customer access hub in Glastonbury and what is happening next at Williton.

The idea is to create 'hubs' around our market towns where residents can go to access services like libraries, registration, and social care, Citizen's Advice, health visitors and children's centre. The first hub to be rolled out will be at Orchard Court in Glastonbury, with proposals being drawn up for similar schemes in Williton, Shepton Mallet and Yeovil. Sharing space for our services with partners like district councils, NHS and Citizen's Advice means residents can get all the help they might need in one place, and in Glastonbury this means we can even keep our library open for longer during the week.

The extra benefit for Somerset County Council is that moving services into one place means we can dispose of redundant buildings and reinvest the money to protect frontline services. The project will make sure that services are fit for the future, while delivering much needed financial savings.

Glastonbury Update

Somerset County Council's exciting new public sector services hub opened to the public in Glastonbury on Thursday 28 July. The new hub at Orchard Court in Glastonbury brings together the Library, Registration Services, Getset Children's Centre, health visitors and midwives, Mendip District Council's Access Point, Citizen's Advice, Health Connections Mendip and a children's nursery.

The Glastonbury Hub is expected to realise a £165,000 net capital benefit.

Over 25 years the Glastonbury Hub is expected to generate:

- £1.1m in partner income
- £770,000 of property running cost savings
- Therefore a £1.8m total net benefit (after project costs).

The project will pay back in 2.8 years

Sharing space for services with partners like the district councils, NHS and Citizen's Advice means residents can access all the help they might need in one place, and it means the library will be able to extend its opening hours too.



Glastonbury Hub

Williton Hub Progress

A further Business Case is being developed to support the delivery of a shared hub with West Somerset Council located at West Somerset House in Williton to include the Library and Registration services. A decision on this is expected in September 2016.

The results from the recent 'Listening Learning and Changing' about the future of Hubs and Libraries has provided an insight into what customers value about their services and the future of hubs. A further round of local staff and service user engagement has taken place and public drop-in sessions are now taking place (see dates below) to give residents an opportunity to view plans, ask questions and give us their feedback.

Williton Key dates:

- Mon 22nd August 10am - 1pm at Williton Library on Killick Way;
- Tues 23rd August 10am - 1pm and 2pm - 5pm at West Somerset House the West Somerset Council building on Killick Way; and
- Weds 24th August 2pm - 5pm at Williton Library.

Local members are invited to attend the above public drop in sessions. Please contact Jackie Swabey if you wish to come along: jswabey@somerset.gov.uk

What's next?

The CASA programme is currently looking at the feasibility of creating hubs in other towns where there is a high customer need and where there are opportunities to create significant revenue savings. The next priorities are:

- Shepton Mallet
- Yeovil
- Bridgwater

The intention is to produce fully costed Business Cases and detailed impact assessments for each opportunity to enable a final decision to be taken. Further detailed engagement with staff, the public and service users will also take place to help inform our decisions going forward.

For more information please contact:	Name: Nena Beric - Project Manager 01823 359368 (nberic@somerset.gov.uk) http://change.somerset.gov.uk/home/dcs/casa/
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