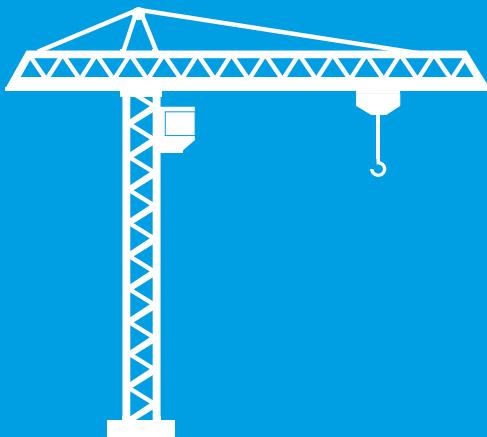


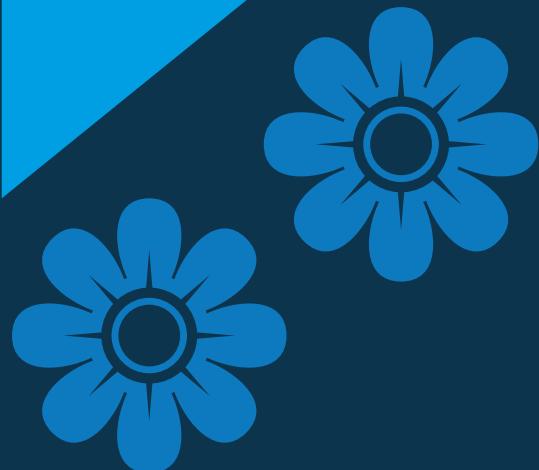
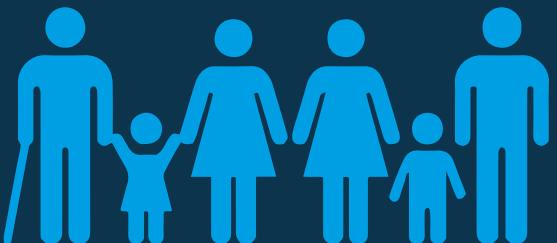
Place Directorate

4-Year Plan

2016-2020



Bath & North East
Somerset Council



Introduction



Louise Fradd,
Strategic Director Place

This document shares some highlights of the recent and current work in our Directorate and sets out the priorities we are working towards for the future - the Place Plan 2016-2020.

The Directorate has three Divisions - Community Regeneration, Development, and Environmental Services and your service belongs to one of these. You and your team play an important role in the ongoing success of everything we do and by continuing to work closely together and with our partners and communities, we can carry on delivering improvements and the best possible services.

I am proud to lead such a committed and enthusiastic group of services and I know I can count on every one of you to provide the very best quality of customer care you can to all our residents, visitors and businesses. In 2015 the Place Directorate was recognised for Customer Service Excellence – it is a huge achievement to have CSE right across the many and different services we deliver.

The Place Plan has been put together to tackle the important things we need to work on, such as managing costs, new ways of working and improving customer satisfaction. On the following pages, you can find out more about the work of the Place Directorate and the contribution your team makes.

I also want to improve things for our staff, making sure everyone has the opportunity to thrive and enjoy their work. All staff within the Directorate have a role to play in delivering the Plan and making a positive contribution, whether it is determining development opportunities, welcoming and encouraging visitors, or keeping our surroundings safe and clean.

I hope you enjoy reading about our achievements and ambitions. If you have any questions your Team Manager will be happy to help.

**onecouncil
oneplace**

Vision

The Council's Vision for Bath and North East Somerset is:

'To be internationally renowned as a beautifully inventive and entrepreneurial 21st century place with a strong social purpose and a spirit of wellbeing, where everyone is invited to think big – a 'connected' area ready to create an extraordinary legacy for future generations'

Here are some of the ways teams and services in the Place Directorate play a major role in making this Vision a reality.

Internationally renowned

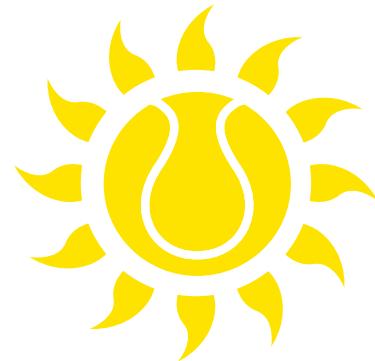
Tourism is an essential factor in Bath and North East Somerset's economic strength. We welcome international visitors all year round to see the World Heritage city of Bath, our top quality museums, the Bath Christmas Market and our beautiful surrounding countryside and market towns. We aim to attract businesses to relocate here, with the prospect of a high quality life for their employees.

Beautifully inventive

We are proud of the cultural and creative businesses which flourish in Bath and North East Somerset: this sector is fast growing and start-up space at the Guild Co-Working hub is already at capacity. As Council staff, we too are inventive, constantly seeking new and improved ways of working.



Vision



Strong social purpose

Promoting positive social outcomes from the services we deliver.
The Customer Service Excellence assessors in 2015 said:

To be honest, it's very motivational for me to see an organisation so determined to succeed and to do so well. I would be delighted if I was a customer of yours!

All our staff in the Place Directorate are absolutely committed to providing support for communities and involving residents in decision-making about where they live.

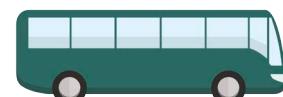
Spirit of wellbeing

Health and wellbeing is at the core of much of what we do – ensuring safe and appropriate housing; encouraging physical activity through walking and cycling; promoting healthy lifestyles through the food we eat; and helping with mental or emotional distress through exercise and participation in arts and cultural activity.



Connected

The Bath and North East Somerset district is becoming even better connected – through improved public transport, traffic management and park & ride facilities. Virtual connectivity will be ensured in the coming years through Digital B&NES with high-speed broadband rolled-out across the whole area.



Achievements in 2015/16

We have achieved a lot of great things already. Everyone should be very proud that we have done this in a time when services are under a lot of pressure. Achievements for Place include:



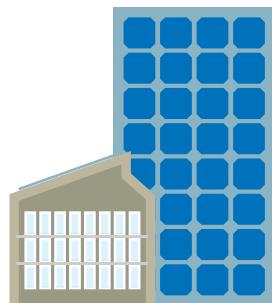
Building Control won the Council's Customer Champion award
GIS Team awarded a Gold standard in Street Gazetteer Excellence



Accessibility award for Roman Baths



913
affordable homes built since 2011



Won a Royal Town Planning award in development



Obtained National recognition for best practice in Highways Maintenance

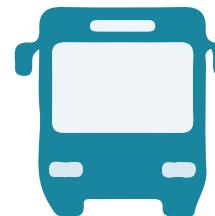


£11m
funding for flood defences



25,000
spectators for Tour of Britain

1,150
km of roads maintained by highways and nationally recognised for best practice

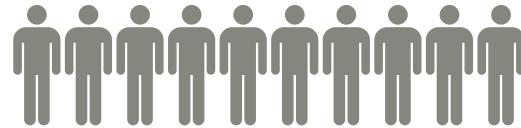


3,000
children delivered safely to school every day



£25m
funding for Riverside development

Achievements in 2015/16



1.4 million visitors to our Museums

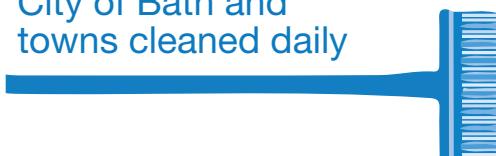


5 Green Flag awards for parks



30+ school safety crossings patrolled

City of Bath and towns cleaned daily



8 Park Mark awards for car parking sites



Best practice in Waste Management safety



241 vehicles maintained by Fleet Services

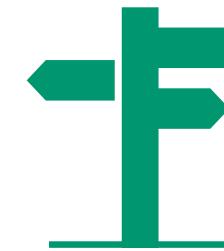
1,198 Pest Control incidents dealt with



★ 1,140 food premises awarded 5 star for hygiene

Royal Town Planning award in development

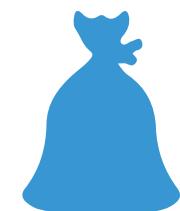
£3.8m funding for cycling and walking projects



900 km of public right of way maintained

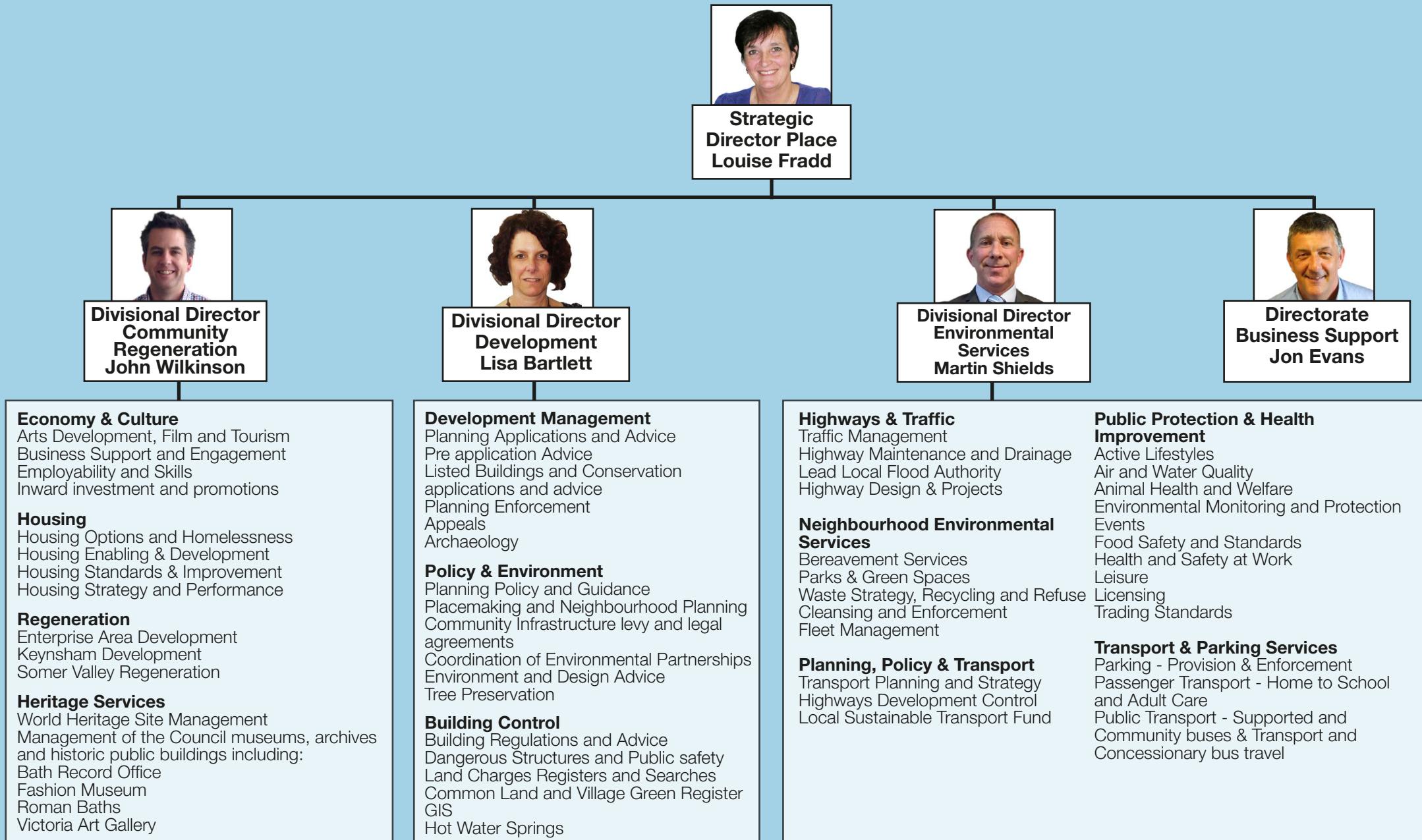


1,438 Environmental Protection issues dealt with



85,000 tons of waste collected

Structure Charts / Team Work Areas



Our Plans

Over the next four years, 2016 – 2020, the work of the Place Directorate will contribute to the Council's four priority areas of:



A strong economy and growth

Bath and North East Somerset Council is committed to regenerating business districts, creating new modern office space, supporting the transition to a low carbon economy, working with others to address the issues of worklessness and opening up opportunities for local residents who find the greatest difficulty in entering the labour market.

In the Place Directorate, we will ensure that clear prioritised strategies and implementation plans are in place to direct development and resources to support Council objectives.



A new relationship with customers and communities

Bath and North East Somerset Council wants to make sure that residents' views and needs are at the heart of everything that we do. We will do even more to deliver good value services at the standards local residents need and we will be clear about what we can and cannot provide.

In the Place Directorate we will work with customers to explore opportunity for mutually positive development and will maintain our Customer Service Excellence status and embed customer service standards.



A focus on prevention

Bath and North East Somerset Council will support people to live well, be healthy and remain independent for longer – keeping people out of hospital and making our area a great place to walk, cycle and be active. In the Place Directorate we will ensure we place the wellbeing of the community at the forefront of our activities to ensure our contribution to these aims is as strong as possible.



An efficient business

Bath and North East Somerset Council faces significant change in the years ahead and we need to plan proactively to protect the services that matter most to our local residents and to make the most of new opportunities and ways of doing things.

In the Place Directorate, we will ensure that efficiency savings are delivered such as delivery of the joint working arrangements with other local authorities and new ways of delivering our services.

Our Plans

Community Regeneration



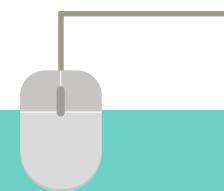
- Continue delivery of the Economic Strategy and the Cultural & Creative Strategy.
- Deliver the Destination Management Plan, with an Events Plan to co-ordinate the annual calendar of events.
- Grow annual profit in Heritage to £6m. Submit a further Heritage Lottery Fund application for the Archway Centre.
- Continue to roll out broadband within B&NES.
- Develop, monitor and implement the World Heritage Site (WHS) Management Plan.



- Work with partners to develop and support sustainable and affordable housing solutions, delivering 480 affordable homes.
- Commence works in the Bath Enterprise Area at Bath Quays to prevent further loss of office space.



- Implement the projects outlined as part of the Strategic Review and continue to look for ways to generate income and make processes more streamlined and efficient in order to make savings.
- Deliver the multi-agency Water Space study.
- Continue to develop the commissioning of arts services to ensure best quality outcomes for residents.



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Development



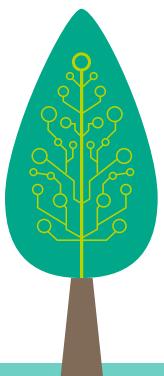
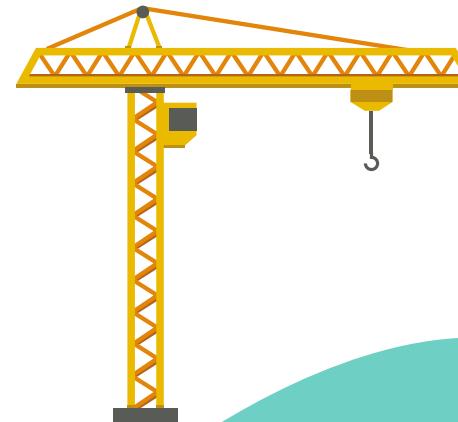
- Continue to deliver Placemaking Plan proposals for employment space, housing sites and other developments.
- Prioritise the Community Infrastructure Levy (CIL) spend.
- Prepare and adopt the Joint Spatial Plan and Transport Study in partnership with the other West of England authorities.
- Deliver the Core Strategy Target for jobs and infrastructure, including development of 3,600 new homes.
- Deliver the Bath City Riverside Enterprise Area Masterplan including the generation of 1650 jobs and 920 homes.



- Work with Parish Council's communities and key partners to deliver and adopt Neighbourhood Plans and Placemaking Plan.
- Maintain 50% of major planning applications delivered within 13 weeks.
- Continue to complete 95% of land searches within 10 working days and 90% of building regulations applications receiving a decision in 3 weeks.



- Implement the projects outlined as part of the Strategic Review and continue to look for ways to generate income and make processes more streamlined and efficient in order to make savings



Environmental Services



- Implement 'Better Business for All' with North Somerset, developing a joint programme which delivers a plan for jobs and growth linked to regulatory services.
- Complete Transport Strategies for Keynsham, Chew and Somer Valleys.
- Complete a Parking Review Study and commence implementation of improvements.
- Continue to investigate Park and Ride options to the East of Bath.



- Re-locate and develop a modern purpose-built waste facility.
- Review the delivery of the Fleet Management service and replace 20% of the light fleet with alternative fuel vehicles.
- Develop and implement an Urban Gulls Strategy.
- Improve air quality through development of air quality action plans for Keynsham, Saltford and Bath.
- Achieve a 1% year on year increase in participation in physical activity through the delivery of the 'Fit for Life' Active Living Strategy.
- Enhance our leisure facilities with a new leisure provider improving both Bath and Keynsham Leisure Centres.
- Following its approval implement the Network Management Plan.



- Implement the projects outlined as part of the Strategic Review and continue to look for ways to generate income and make processes more streamlined and efficient in order to make savings.
- Explore bids for hybrid buses for East of Bath Park & Ride.
- Investigate and potentially implement the delivery of a Joint Highways Contract with North Somerset.
- Explore ways to develop the parks service and generate income through events and weddings and consider other options.
- Review the operational delivery of the Bereavement service with options outlined and a decision made.



- Deliver the B&NES Waste and the West of England Waste Strategies, including the redesign of the waste collection service. Achieve an 80% household waste recycling and recovery rate.





Place Directorate 4-Year Plan 2016-2020

For more information contact -
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Bath & North East
Somerset Council

