



**‘Improving our communities together –
Delivering in changing times’**

North Somerset Partnership
Annual Event

23 November 2009

Winter Gardens
Weston-super-Mare

Event Report

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North Somerset Partnership Annual Event 2009

‘Improving our communities together - Delivering in changing times’

EXECUTIVE SUMMARY

The NSP Annual Event – ‘Delivering in Changing Times’ – took place on 23 November 2009 at the Winter Gardens, Weston-super-Mare. Approximately 90 delegates joined the North Somerset Partnership Board (NSP) for the event at which they had the opportunity to consider the impact of public sector financial pressures on delivering the Sustainable Community Strategy (SCS) and to identify local partnership solutions.

Phil Hall, Director of Finance & Resources of North Somerset Council, set the scene for delegates by outlining key financial pressures for public sector organisations whilst highlighting the significance of overall public sector investment in North Somerset by key partners.

Delegates chose six aims from the SCS that they felt would be most difficult to deliver within this financial climate and considered what local partnership actions could be taken to support delivery of these under the following work areas:

- Safer Stronger Communities
- Health & Wellbeing
- Transport, Economy & Environment

Within workshops delegates identified a variety of possible partnership actions and, from these, 29 were prioritised for further discussion and development.

Key Messages

The Event appears to have been well received and a number of key messages have emerged. These include:

- Ensuring people have a voice in planning services, facilities and physical development. Focus on quality of experience when planning services and facilities to ensure value for money.
- The importance of support for the development of the VCS, improving links from the statutory services and encouraging volunteering.
- Stakeholders were keen to see an ‘invest to save’ approach taken to develop preventative measures when addressing issues affecting the area.
- General emphasis on encouraging volunteering and ensuring people have a voice and are listened to, to ensure value for money and appropriate resource allocation.
- General emphasis on responding to needs and involving people in service design and delivery.

- Emphasis on addressing the social isolation of older people in urban/rural communities through voluntary organisation support services/village agents.
- Emphasis on education and early intervention, including managing the supply of alcohol and compliance with regulations on sales and providing support through better partnership approaches across sectors together with positive health promotion.
- Support for families and individuals and engaging young people through a range of activity.
- Emphasis on appropriate local services for older people, with better coordination between services and communication about services.
- Forward planning to develop a range of housing options to meet community needs, including bringing empty properties back into use
- Encourage new business to relocate to North Somerset through developing a recognisable, marketable identity
- Support for small business start ups and developments together with innovative use of empty properties
- Develop integrated communities with local facilities reducing the need to travel where possible but with well-publicised, integrated travel services connecting communities across the district. Encourage work and school travel plans.

After the workshops delegates returned to the Main Hall to hear Kay Wozniak, Vice Chair of the NSP outline how the information gathered from each of the workshop would be used to inform future action planning by the Partnership.

Delegates appear to have valued the opportunity to consider together the issues facing North Somerset in delivery of the Sustainable Community Strategy in the current financial climate, as well as the opportunity to identify and discuss possible local partnership solutions.

For further information about the North Somerset Partnership please see our website www.northsomersetpartnership.org.uk

North Somerset Partnership Annual Event 2009

‘Improving our communities together - Delivering in changing times’

INTRODUCTION

Almost 90 agency and community representatives from across North Somerset joined the North Somerset Partnership Board at its annual event. The event was held on 23 November 2009, at the Winter Gardens, Weston-super-Mare.

This year’s event looked at the implications of public sector financial pressures on delivering the Sustainable Community Strategy (SCS) and the aims of the day were:

- To update participants on the work of the North Somerset Partnership (NSP)
- To develop a shared understanding of the impact of public sector financial pressures
- To explore how these pressures may impact on delivering the Sustainable Community Strategy
- To identify opportunities for local partnership solutions
- To provide networking opportunities across the partnership

The NSP Chairman Nigel Ashton, Leader of Council, chaired the event on behalf of the NSP Board, which welcomed delegates from different organisations across all sectors – public, private and voluntary and community groups.

Phil Hall, Director of Finance & Resources of North Somerset Council, set the scene for delegates by outlining key financial pressures for public sector organisations whilst highlighting the significance of overall public sector investment in North Somerset by key partners.

Delegates were invited to vote for the six aims from the SCS that they felt would be most difficult to deliver within this financial climate. Participants then had the opportunity to consider these further in a number of workshops under the following work areas:

- Safer Stronger Communities
- Health & Wellbeing
- Transport, Economy & Environment

During the morning delegates were able to view a number of displays. These included an update on the work of the North Somerset Partnership Board and Executive, progress against the Local Area Agreement and work being undertaken by the delivery partnerships.

After the workshops delegates returned to the Main Hall to hear Kay Wozniak, Vice Chair of the NSP outline how the information gathered from each of the workshop would be used. There was also an opportunity to review information discussed in each of the workshops.

Feedback from the event has been very positive and the opportunity to network with colleagues and to share views was particularly valued.

This report provides a record of the event including the presentation, outcomes from activities and an evaluation of the event as a whole.

The information provided by delegates will be used to inform future action planning by the Partnership.



Annual Stakeholder Event 23 November 2009

'Improving our communities together – Delivering in changing times'

Event Programme

- 9.30am** Arrival and registration
Refreshments available and an opportunity to view displays
- 9.50am** Welcome and Introduction
Nigel Ashton – Chair, North Somerset Partnership
- 10.00am** Presentation:
'Implications of public spending constraints on delivering the SCS –
challenges & opportunities'
Phil Hall – Director Finance & Resources, North Somerset Council

Workshops will be held under the following work areas:

- Safer Stronger Communities
- Health & Wellbeing
- Transport, Economy & Environment

- 10.20am** Workshop 1
- 11.05am** Refreshments and view displays
- 11.20am** Workshop 2
- 12.05pm** Workshop 3
- 12.50pm** Next steps
Kay Wozniak – Vice Chair, North Somerset Partnership
- 1.00pm** Opportunity to review comments and suggestions made in workshop
sessions and view displays
- 1.30pm** Event Close

Keynote speaker presentation

'After the Recession - Delivering the Sustainable Community Strategy in an 'Age of Austerity'

Phil Hall – Director of Finance & Resources, North Somerset Council

North Somerset Partnership Annual Event 2009

After the Recession

Delivering the Sustainable Community
Strategy in the "Age of Austerity"



So what is the Next Challenge?

- The economy isn't the only game in town but it is the dominant one
- What has changed since we adopted the Sustainable Community Strategy?
 - The recession
 - Increased demand for housing benefit, welfare / debt advice
 - Falling income – fees and charges
 - The scale of impending public spending cuts
 - The General Election is nearer!



Economic context

“Total **government debt** will double to **79% of GDP by 2013** - the highest level since the Second World War. The **annual budget deficit** will rise sharply to **£175bn** for the next two years”

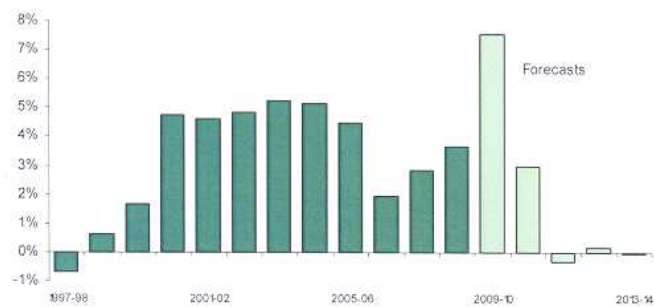
Budget 2009 Highlights



- £2bn help for young unemployed
- £1bn to boost housing market
- £1bn extra to support low-carbon sectors
- **£15bn public sector efficiency savings**
- Economy contracting at record rate
- Books not balanced until 2018
- Public borrowing to increase to £175bn this year

Public Spending Trends

Chart 3: Annual growth of public spending (% , real terms)



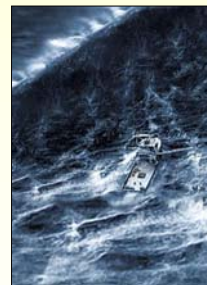
The Perfect Storm

When three separate and generally unrelated climatic events converge they can create a weather activity of uncommon strength, greater than the sum of the three; it is often catastrophic – it is a perfect storm



The Perfect Storm

- Pressure on central funding
- Impact of downturn on residents and businesses
- Pressure from local funding and income generation
- Pressure on capital and reserves
- Demographic and policy issues
- Pressure on partner organisations
- 75 causal factors identified to date
- 20-30% of funding over a 2-3 year period



The cuts debate

- Labour will cut costs, cut inefficiencies, cut unnecessary programmes, cut lower priority budgets

Gordon Brown



- We're going to have to make some really tough decisions about what to spend money on, and what not to spend it on.

And there will need to be a wholesale change of culture when it comes to the spending of public money across the whole public sector.

A new culture of delivering more for less of turning problems on their head and finding new, more cost-effective, solutions; and of making every taxpayer pound go as far as possible.

David Cameron



- In the current climate it's going to mean some difficult decisions not least on public spending, where you all know the debate between the parties is raging.

Yes I have said there will need to be cuts, cuts that are savage and bold. But we will make those cuts so that we can be equally fierce – equally savage – about protecting the services that matter most.

Nick Clegg



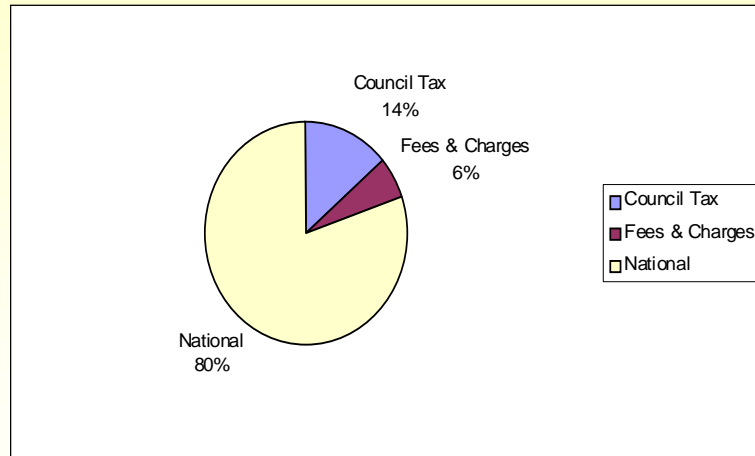
What's our public sector spending in North Somerset?

(indicative estimates only in some cases, excl government depts/quangos)

North Somerset Council	£350M
North Somerset NHS	£288M
Avon & Somerset Police	£37M
Avon Fire & Rescue	£10M
Weston College	£26M
Total	£761M

How is that spending funded?

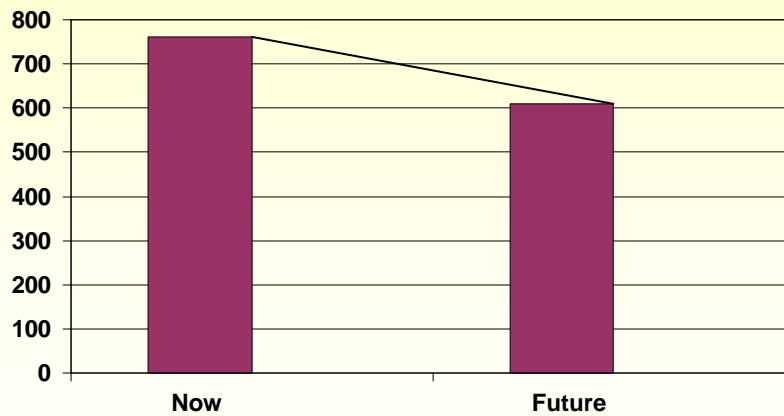
Spending = £761M



Our common issues post 2011

- Uncertainty – difficult to plan
- Assuming no increase in general government grants after 2011 (ie real terms reductions)
- Risks to targeted government grants
- Demographic pressures
- Strong emphasis on internal improvement programmes and value for money
 - Outsourcing and recommissioning
 - Business transformation
 - Accommodation and asset reviews

North Somerset public sector finances - post 2011?



North Somerset public sector finances post 2011

- Still a lot of spending left
- But we will have to work smarter to stretch the value of that spending to achieve the things we want
- We're all in it together and therefore the position reinforces the need for collaboration to deliver the SCS

Identifying the Key Issues

- The aims of the SCS 2008 – 2026 have been prioritised down to twelve by the NSP Board in terms of which will be “the most difficult to achieve”
- Your role is now to select six from the twelve
- The six will form the topics for the group work

The Aim of Today

- Aim to engage your ideas on how to enhance the value of partnership working in surviving the “age of austerity” and successfully delivering the SCS
- Let’s remember it’s not just about the “North Somerset Public Sector PLC” – partnership extends to the 3rd sector, local communities, businesses and so on
- Outputs will help shape SCS delivery plans for the future



Setting the Workshop Agenda

The NSP Board had identified a number of aims from the Sustainable Community Strategy that they considered would be the most difficult to achieve in the current economic climate. From these, participants used an electronic voting system to identify the six aims they felt would be most difficult to achieve. The aims that received the greatest number of votes then formed the basis of workshop sessions.

The aims chosen by delegates were:

- Meeting the health and social care needs of older people
- Increasing supply and access to affordable homes
- Regenerate main town centres
- Encouraging more sustainable patterns of travel and tackling road congestion
- Reduce alcohol and drug misuse and drug related crime
- Support the development of the voluntary and community sectors

(Please see Response Report on following page.)

Response Report

Session: NSP Stakeholder Event NSP Aims

1. HEALTH & WELL BEING –

Which of these aims do you think will be most difficult to achieve?

A	12%	Reduce early deaths from disease and accidents
B	36%	Meet the health and social needs of older people
C	20%	Increase life expectancy in areas where health outcomes are the poorest
D	29%	Increase supply and access to affordable housing

2. SAFER & STRONGER COMMUNITIES –

Which of these aims do you think will be most difficult to achieve?

A	28%	Support the development of the voluntary and community sectors
B	12%	Meet the learning, social and cultural needs of North Somerset communities
C	31%	Reduce alcohol and drug misuse and drug related crime
D	24%	Deliver community regeneration and increase capacity in areas of need

3. TRANSPORT, ECONOMY & ENVIRONMENT –

Which of these aims do you think will be most difficult to achieve?

A	36%	Encourage more sustainable patterns of travel and tackle road congestion
B	11%	Eradicate economic exclusion
C	24%	Development of the infrastructure needed to support economic growth
D	25%	Regenerate main town centres - retail, civic, cultural activity, employment and housing

09/12/2009 12:33:33

Workshop Overview

All participants attended each of three workshops under the following work areas:

- Health & Wellbeing
- Safer Stronger Communities
- Transport, Economy & Environment

NSP Board members hosted the workshops, welcoming the delegates and inviting them to join discussion groups around one of the key aims identified.

Within the groups delegates undertook a number of short activities to identify partnership actions that could help to deliver the chosen aim with limited resources.

Firstly, the workshop facilitators asked participants to jot down any initial ideas (see Appendix 1) for partnership activity that might be undertaken to assist delivery of the shared aim. Each delegate was then asked to consider their initial ideas and identify the one that they felt would be most useful. These ideas were listed and prioritised by participants to identify one key idea to be considered and developed further using the following questions:

1. How will this help to deliver in difficult times?
2. How could this idea be developed?
3. What has to change to make this happen?

The ideas and suggested partnership actions were recorded on flipcharts – the results are included in this Report.

Using the Results – How this work will be used

All the information provided by participants in this Event has been included in this Report and will be circulated to all delegates.

The ideas developed in the workshops will be considered by the NSP Executive and delivery partnerships to identify which actions, if any, are already being undertaken and those which may be appropriate to take forward and incorporate into future NSP action plans to assist delivery of the Sustainable Community Strategy.

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – HEALTH & WELLBEING

AIM: Meeting the health and social needs of older people		
Ideas to consider	Key Idea to Develop: Voluntary organisations to visit vulnerable people to check on their welfare	
<ul style="list-style-type: none"> • Voluntary organisations to visit vulnerable people to check on welfare • Promote walking and cycling • Encourage <u>all</u> people to keep a sensible diet and exercise regime • Keep people at home • Choice – home support • Identify voluntary overlaps and review absences • Assistive technologies – self management • Choice – expert patient and care programmes • Accept corporate responsibility to our older community 	<p>Q1. How will this help to deliver in difficult times?</p>	<ul style="list-style-type: none"> • Early identification of need and signposting to appropriate services • Early intervention – saves money and improves care
	<p>Q2. How could this idea be developed?</p> <p>What has to change to make this happen?</p>	<ul style="list-style-type: none"> • Volunteers – recognition and support • VANS – Forum to develop ideas • Mentors • Care navigator – increased numbers to meet demand • Utilising existing voluntary infrastructure/community groups <p>Challenges:</p> <ul style="list-style-type: none"> • Identify isolated individuals • Residential homes as well as individuals • Overcoming fear – communication, information and gaining trust • Local co-ordination • Red tape (health & safety) • Language barriers

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – HEALTH & WELLBEING

AIM: Meeting the health and social needs of older people		
Ideas to consider	Key Idea to Develop: Improved partnership working – coordinating discharge care pathways between hospital and social services	
<ul style="list-style-type: none"> • Making it easier to access services – simplification • Whole system approach providing a range of services. Rational systems ‘mapping’ • Community projects to tackle isolation – ‘building neighbourhoods’ • Identifying ‘hidden population’ – most isolated • Partnership working – improving hospital and social services co-ordination on discharge • Community projects – seniors clinics in children’s centres 	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> • Cut down costs to council for care homes and potentially home care • Bed blockers released and cut down on administration
	Q2. How could this idea be developed?	<ul style="list-style-type: none"> • Community liaison officer – community intelligence • Voluntary involvement – low level intervention
	What has to change to make this happen?	<ul style="list-style-type: none"> • Breaking down silo working <p>Challenges: Confidentiality</p>

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – HEALTH & WELLBEING

AIM: Meeting the health and social needs of older people		
Ideas to consider	Key Idea to Develop: 'Village Agents' – eyes/ears of community providing advice and support for isolated individuals	
<ul style="list-style-type: none"> • Support older people to remain in own homes • Promote ICT to enable communication • Increased access to social and hobby groups for older community • Changes/improved standard to sheltered housing options • Specialisation within agency working • To support people to remain well physically and mentally – support independence • Address the needs of carers • 'Village Agents' – eyes/ears of community providing advice and support for isolated individuals 	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> • Reduce costs • Preventative – early intervention • Single point of contact for older people • Grant increases from central government
	Q2. How could this idea be developed? What has to change to make this happen?	<ul style="list-style-type: none"> • Utilise existing structures e.g. neighbourhood watch • Community centres • NSHousing – Street representatives • Urban residential areas as well as rural areas <p>Challenges: Capacity and training Publicity and communication Funding Co-ordination Trust and choice Time to develop</p>

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WORKSHOP – HEALTH & WELLBEING

AIM: Meeting the health and social needs of older people		
Ideas to consider	Key Idea to Develop: Appropriate means of communication for ‘older’ older people. To let them know what is available	
<ul style="list-style-type: none"> Put into place the key factors/services that must be there Who are the older people – 50 to 80++ - consider the needs of the different age groups within Appropriate means of communication for ‘older’ older people. To let them know what is available Try to prevent loss of rural services e.g. transport, moving a Drs surgery Efficiencies at hospitals need improving. Don't assume older people are not working Prevention rather than ‘treat’. Start at <50 years, directory of services Facilities close to where people live Back to basics – practical and caring nurses Support and promote development of community transport More structured input from voluntary and community sector Urban/rural disparity between services 	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> Use of post offices for most vulnerable Pharmacies – with medicine delivery to homes Drivers to take information to patients homes Find out how people want/prefer to communicate North Somerset Life – its improving – key messages
	Q2. How could this idea be developed? What has to change to make this happen?	<ul style="list-style-type: none"> Look more deeply at vulnerable communities Partnerships used more effectively to distribute information
	Key Idea to Develop: Support and promote development of community transport	
	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> Door to door community transport – better for vulnerable older people Better publicity More flexible public transport Needs more structured support, can't rely wholly on volunteers
Q2. How could this idea be developed? What has to change to make this happen?	<ul style="list-style-type: none"> Partnership working between community transport groups Look at funding for community transport Vital for accessibility Voluntary driver scheme 	

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WORKSHOP – HEALTH & WELLBEING

AIM: Meeting the health and social needs of older people		
Ideas to consider	Key Idea to Develop: Closing the 'gap' between health and social care	
<ul style="list-style-type: none"> • Education and communication – groups for support e.g. cooking skills, health diets • Develop capacity through mutual support (older persons) – bringing together in social network groups, broader family network • Provide support for male carers • Carers looking after older people and different age group needs within 'older people' • Providing signposting for support services at time of diagnosis • Learning and sharing best practice from elsewhere – especially in respect of signposting services on diagnosis • Improve hospital discharge • Closing the 'gap' between health and social care • Adaptation of properties for inclusive living 	<p>Q1. How will this help to deliver in difficult times?</p>	<ul style="list-style-type: none"> • Holistic approach to health and social needs • Improved discharge from A&E and ward care • Information across whole care pathway including at the point of diagnosis • Good practice in cancer care, sight care and diabetes – learn from this - support nurse is a key resource • <u>No</u> general point of contact/reference – PALS more proactive visible • Implement information prescription and self care • Consider choice and cross boundary care • NHS only as good as its database • Use voluntary and community sector – support them
	<p>Q2. How could this idea be developed? What has to change to make this happen?</p>	<ul style="list-style-type: none"> • Mental health dementia care needs improving • Identification of holistic health and social care needs • Spreading knowledge of signposting arrangements • Better partnership working • Improved community transport • Support voluntary sector to help 'fill the gap' • Expand target audiences • Consider diversity issues • Joined up communications strategy across NSP organisations

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – HEALTH & WELLBEING

AIM: Meeting the health and social needs of older people		
Ideas to consider	Key Idea to Develop: Making sure service users and carers have a voice in planning and decision making	
<ul style="list-style-type: none"> • Maintain support to voluntary and community organisations • Service centres to help older people meet and socialise • More funding to voluntary and community organisations (who are on the ground) and who have a good track record of delivery • Better information for older people and their carers – make more visible as a ‘client group’ • Making sure service users and carers have a voice in planning and decision making • To demonstrate to population the real value of local voluntary support and help • Introduction of free community alarms for >80s • Using community facilities for children & young people for older people – may link to service centre comment above 	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> • Improved communication – via variety of media e.g. North Somerset Life • More volunteers/volunteers do more • Public bodies use the same language around community engagement (e.g. in health called public involvement)
	Q2. How could this idea be developed? What has to change to make this happen?	<ul style="list-style-type: none"> • Encourage children and young people to plan for and think about older age e.g. Age Concern ‘Life Book’ • Engagement processes need to be very clear
	Key Idea to Develop: More funding to voluntary and community organisations (who are on the ground) and who have a good track record of delivery	
	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> • Bigger slice of cake from business sector • Capacity building of existing voluntary and community organisations – central core functions e.g. payroll • New money under S106 (buildings) to be targeted toward improving the local area affected e.g. community facilities, community transport
	Q2. How could this idea be developed? What has to change to make this happen?	<ul style="list-style-type: none"> • Look more carefully at how revenue and capital (under S106) can be spent

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – HEALTH & WELLBEING

AIM: Increase supply and access to affordable housing		
Ideas to consider	Key Idea to Develop: Design for community integration and privacy (to meet community and individual needs)	
<ul style="list-style-type: none"> • Landlords keeping property up to good standard – ‘fit for living’ • Engage planning at an early stage (reality check) • Infrastructure in place to support affordable housing • Making the best use of what we have • Joined-up approach – coordinated approach to development (Poundbury model) • Prioritise affordable housing in new development • Design for community integration and privacy 	<p>Q1. How will this help to deliver in difficult times?</p>	<ul style="list-style-type: none"> • Targeted approach to consultation • Look at community, individual, service benefits i.e. designing out crime and improving health and wellbeing • Joining up services in community hubs • Thinking ahead – planning for good design that meets people’s needs • Economies of scale – services sharing resources drive down costs – fire/rescue/police/NSC – and re-invest savings (invest to save)
	<p>Q2. How could this idea be developed? What has to change to make this happen?</p>	<ul style="list-style-type: none"> • Joined up politics for long term vision • Need to focus on design – <u>quality of experience</u> • Current affordable housing not good • Meet range of needs – not zoned • Mixed communities – central hubs, community spirit at its heart • Legislation change – pressure on profits for developers (planning rules – out of date) • Q. Would I like to live here? • Look at good practice • Outside space important

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – HEALTH & WELLBEING

AIM: Increase supply and access to affordable housing		
Ideas to consider	Key Idea to Develop: Maximise percentage of development and raise awareness of affordable housing – what it is, how to access information	
<ul style="list-style-type: none"> • Local housing allowance paid direct to landlord (previous system) • Developing communities with suitable services and facilities • Use of public sector land • Social housing in private developments – according to demand – demand led development meeting needs of people • Tackle culture of home ownership being preferred choice • Compulsory purchase powers • Stimulating development in present climate • Maximise percentage of development and raise awareness of affordable housing – what it is, how to access information • Range of solutions for client groups • Creation of communities eco-homes 	<p>Q1. How will this help to deliver in difficult times?</p>	<ul style="list-style-type: none"> • Respond to local need to provide appropriate housing • Maximising use of kick start • New ways of attracting investors/developers
	<p>Q2. How could this idea be developed? What has to change to make this happen?</p>	<ul style="list-style-type: none"> • Address people/political perception of affordable housing • Mixed communities – range of options and tenures – integration • Seeing is believing trips • Clear, agreed development vision • Good design policies and practice • Using urban extensions to facilitate integration • Adopting RSS

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WORKSHOP – HEALTH & WELLBEING

AIM: Increase supply and access to affordable housing		
Ideas to consider	Key Idea to Develop: Empty homes brought back into use	
<ul style="list-style-type: none"> • Using Parish Plans to identify rural community needs • ‘Turn up heat’ on developers to provide housing and infrastructure – avoiding loop holes, weight of social capital • Empty homes brought back into use • Percentage of affordable housing in each new development 	<p>Q1. How will this help to deliver in difficult times?</p>	<ul style="list-style-type: none"> • Not paying for emergency accommodation • Increase in council tax payments • Positive impact on recovery from recession and community spirit • Stops out commuting • Benefits to local business • <u>Infrastructure already in place</u> – overcome S106 issues
	<p>Q2. How could this idea be developed? What has to change to make this happen?</p>	<ul style="list-style-type: none"> • Bringing empty industrial units etc for residential – (mixed use opportunities) need to think about employment and establish linked provision where appropriate and feasible • Tied accommodation with new business units (Look to Devon for examples) • District wide strategy • Availability of empty stock • Market value and issue • Capital investment to release property • Explore good practice • How to bring properties back into the market • Social contract – social landlords

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – SAFER STRONGER COMMUNITIES

AIM: Reduce alcohol and drug misuse and drug related crime		
Ideas to consider	Key Idea to develop: Managing the supply of alcohol	
<ul style="list-style-type: none"> • Better management of drug treatment facilities (including outside agencies/probation services sending non-locals for treatment) • Raised awareness about safe drinking – managing the supply of alcohol at the point of sale • Better support services to young people who experience the effect of drugs and alcohol. COSMIC project – raise capacity to work with more young people • Youth Offending Team – make more people aware of them (teenagers and parents) • Targeted work • Greater control on ‘booze’ pricing • More people receiving structured drug treatment • Stop expansion of drug rehabilitation centres – move them elsewhere i.e. out of North Somerset • An alternative to alcohol or drugs for young or disengaged people • Targeted work with offenders • Safe drinking work in schools 	<p>Q1. How will this help to deliver in difficult times?</p>	<ul style="list-style-type: none"> • Number of children drinking increasing • Age of children drinking decreasing • More focus on existing laws • Greater inclusion of licensees • Reduce over use/abuse • Reduce costs – crime/clear up/health
	<p>Q2. How could this idea be developed? What has to change to make this happen?</p>	<ul style="list-style-type: none"> • Education opportunities at point of sale • Raise people’s aspirations – education/cultural/employment • Early intervention – year 7 (age 11)? • Investment in diversions • Selling benefits – workshops • Support families and individuals

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – SAFER STRONGER COMMUNITIES

AIM: Reduce alcohol and drug misuse and drug related crime		
Ideas to consider:	Key Idea to develop: Education in schools/ Early intervention	
<ul style="list-style-type: none"> • Focus on people drinking at home • Supported volunteering opportunities for those in recovery • Alcohol in off licence and pubs only • Education in schools • Early intervention • Diversion activities • Reduce supply through pricing 	<p>Q1. How will this help to deliver in difficult times?</p>	<ul style="list-style-type: none"> • Prevention • Money spent on education now is too late • Captive audience (no facilitation costs) • Engage parents/family through children – save duplication of effort • Reduce demand across services – health/police etc
	<p>Q2. How could this idea be developed? What has to change to make this happen?</p>	<ul style="list-style-type: none"> • Uniformed approach and accountability • Greater use of voluntary sector (mapping of service and engagement) • Look at best practice nationally and internationally • Use recovering addicts to advise children • Introduce stigma to drinking in excess • Mainstream – not a one off event – PHSE • Schools to realign services • Schools to signpost • Engage schools in hidden harm – how do safer stronger group actually engage • Role model – local • Use night bus as resource for daytime activity • Support for youngsters and involvement

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – SAFER STRONGER COMMUNITIES

AIM: Reduce alcohol and drug misuse and drug related crime		
Ideas to consider:	Key Idea to develop: Greater penalties for suppliers of alcohol for non-compliance with existing regulations	
<ul style="list-style-type: none"> • Early intervention with those about to leave treatment • Increase parental responsibility for children • Ring fence taxes from alcohol to use on treatment • Greater penalties for suppliers of alcohol for non-compliance e.g. U25 – supply to younger children • Early intervention (Primary school) re drugs • Partnership approach to continue • Night time economy/design out crime 	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> • Reduction in costs e.g. business – broken windows • Health/Police • Improve image of North Somerset – revenue raising and encourage investment • Penalties to be re-invested in treatment/policing
	Q2. How could this idea be developed? What has to change to make this happen?	<ul style="list-style-type: none"> • Look at licensing policy • Realistic penalties • Trading standards – test purchases • Education not just responsibility of schools – use people through recovery • Limit advertising – look at how smoking was reduced • Outlets to contribute to costs policing/health, ‘get buy in’ • Change in licence conditions • Greater use of existing powers

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – SAFER STRONGER COMMUNITIES

AIM: Reduce alcohol and drug misuse and drug related crime		
Ideas to consider:	Key Idea to develop: Comparative research (nationally and) internationally – what works/what doesn't	
<ul style="list-style-type: none"> • Education – start early – schools and parents – effects, issues, details • Reduce opening hours – use licensing laws • Tougher criminal code – overhaul the system • Set good examples – sportsmen, rock stars etc • Get crowds of boring adults out and about in the evenings • Comparative research internationally – what works/what doesn't • 'Polluter pays' principle – make it a ring-fenced fund for police, NHS etc. • Raise duty, reduce cut price selling, increase price, decrease accessibility • Introduce integrated offender management • S106 money – provide appropriate infrastructure and revenue support for the drug/alcohol effects of larger populations and new communities 	<p>Q1. How will this help to deliver in difficult times?</p>	<ul style="list-style-type: none"> • Understand the issue generally • Specifically learn better ways of doing the things we actually can influence • Decision making requires very good information • Because we need to understand which issues are the biggest and be able to explain that to the public, to get their support
	<p>Q2. How could this idea be developed? What has to change to make this happen?</p>	<ul style="list-style-type: none"> • Business rate rises/link • Understand the parameters of the problem/issue • Not just about visible outcomes, there will be social (or hidden) problems • Findings must be published and used • Cost/benefit analysis • Courage to be confident even if a finding is unpopular but will work

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – SAFER STRONGER COMMUNITIES

AIM: Reduce alcohol and drug misuse and drug related crime		
Ideas to consider:	Key Idea to develop: Better cross-working with other providers; build best practice models, learning quality and implementing it	
<ul style="list-style-type: none"> • Coordinate nationally, especially drug and alcohol referrals • Better cross-working with other providers; build best practice models, learning quality and implementing it • Whole problem solutions – focus on defined areas and why these • Post rehab ‘moving on’ support - specifically outside the area • Culture – zero acceptability • Provide desirable alternative for young people • Increase age to drink to 21 	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> • Its not expensive and saves money • Cost/benefit – cuts out overlap/duplication • Cuts crime/successful outcome – less cost
	Q2. How could this idea be developed? What has to change to make this happen?	<ul style="list-style-type: none"> • Make use of all resources in the ‘area’ • Change the way partnership working works – without that it’s not going to work! • Discussion and engagement before implementation (builds ownership) • Research – what is being done elsewhere, what works • Carrots & sticks • Analyse/audit the systems we have • Find out who’s doing what

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – SAFER STRONGER COMMUNITIES

AIM: Reduce alcohol and drug misuse and drug related crime		
Ideas to consider:	Key Idea to develop: Early education on drugs/alcohol effects	
<ul style="list-style-type: none"> • On-services for those leaving drug services e.g. housing • More accurate information – realistic facts about the danger of drugs etc • Greater awareness across the community • Faster court action against perpetrators • Early education on drugs/alcohol effects • More work on rural issues especially health impacts • Challenge cultural norms – show people as example • Redress imbalance between drug and alcohol service funding • Review services so that we are prioritizing where the most success will be • Share best practice across the board 	<p>Q1. How will this help to deliver in difficult times?</p>	<ul style="list-style-type: none"> • Doesn't have to be expensive, its' cheaper than mass publicity • Advocacy/life stories from people who have been through the system • Target on areas with biggest problem/potential problem • Help the kids to explore the issues(s) themselves • Get them young • Involve young people in support/rehab
	<p>Q2. How could this idea be developed? What has to change to make this happen?</p>	<ul style="list-style-type: none"> • Culture needs to change – education system, parents (very important) • Involve the media • Look to positive outcomes, rather than the negatives • Local knowledge to inform local policies • Local people of influence and existing networks

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – SAFER STRONGER COMMUNITIES

AIM: Support the development of the voluntary and community sectors		
Ideas to consider:	Key Idea to develop: Greater use of volunteers – with support	
<ul style="list-style-type: none"> • In-kind support, not just cash, from public sector e.g. NSC/NHS NS, Police, Fire etc • Implementation of Village Agents scheme across North Somerset • Support and involvement in the voluntary sectors – more partnership working • Better publicity for community transport within North Somerset itself • Form a North Somerset Community voluntary assembly. Start a ‘buddy’ system to match volunteers with professional support • Greater use of volunteers – with support • Appropriate use of volunteers i.e. not replacing professionals • Services supplied to voluntary groups need to be charged realistically 	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> • Reduces costs • Smarter and clearer messages; communication and publicity • Central communication points to share knowledge and information
	Q2. How could this idea be developed? What has to change to make this happen?	<ul style="list-style-type: none"> • Support VANS – develop database • Use marketing and other skills of public sector • Visible support – more communication • Liaise with Jobcentre Plus and other agencies

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – SAFER STRONGER COMMUNITIES

AIM: Support the development of the voluntary and community sectors (VCS)		
Ideas to consider:	Key Idea to develop: Encourage businesses to support Third Sector – not just financially but with in-kind support (time, volunteering, mentoring)	
<ul style="list-style-type: none"> • Find external funding for Third Sector development • Promote good practice and share good ideas • Don't make assumptions – too much expectation of volunteers. Need training/support • Need to reach small/local groups that don't belong to VANS • Greater awareness of public to community/voluntary sector organisations and that they are on doorstep • Reciprocal agreement between VCS and public agencies – key leaders of public sector seconded into VCS organisation • Encourage charitable schemes that help reduce crime – more funding coming from insurance companies • Encourage businesses to support Third Sector – not just financially but with in-kind support 	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> • Increase capacity of community and voluntary sector • Cost neutral
	Q2. How could this idea be developed? What has to change to make this happen?	<ul style="list-style-type: none"> • Education – use Weston College • Does Business Link/Business West have information about businesses that want to get involved with the VCS? • Sponsorship doesn't have to be financial – it could be skills development • Need active engagement/better communication with businesses • Graduate management schemes – link with VCS, stimulate interest • Directory of skills that business can offer and that voluntary groups can access • Encourage a 'trade off' – what is in it for the business and the VCS – skills development of staff

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – SAFER STRONGER COMMUNITIES

AIM: Support the development of the voluntary and community sectors (VCS)		
Ideas to consider:	Key Idea to develop: Raise awareness of the benefits of volunteering	
<ul style="list-style-type: none"> • One person within NSC/other public sector organisations to act as link with VCS • Understand how VCS is organised and need for infrastructure and capacity building • Provide adequate funding, advice and training for individuals in VCS • Raise awareness of employers to benefits of staff volunteering • Provide minimum 3-year SLA for VCS organisations that have a good track record • Need to identify shared aims of VCS and statutory organisations • Change attitudes to volunteering and more information about what VCS can do/achieve • Improve communication • Volunteers need support and recognition 	<p>Q1. How will this help to deliver in difficult times?</p>	<ul style="list-style-type: none"> • Identify the services that might not be available in difficult times • Aim to deliver services
		<p>Q2. How could this idea be developed? What has to change to make this happen?</p>

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – TRANSPORT, ECONOMY & ENVIRONMENT

AIM: Regenerate main town centres - retail, civic and cultural activity, employment and housing		
Ideas to consider	Key Idea to develop: Support small businesses by having shorter leases on premises to reduce financial burdens	
<ul style="list-style-type: none"> • Agreeing across all of Somerset particular areas of expertise in arts & leisure: i.e. art museum, sports centres, concert hall • Make use of current government funding available to ensure this happens • Develop primary care centre using key sites or existing empty units – using local employment will enable more people to use local facility instead of main hospital • Support small businesses by having shorter lease on premises to reduce financial burdens • Spend to save – support and grants to businesses which would be repaid when business up and running, support to access government funding and EU funding • Suggest shops to stay open later – more jobs more time for people to shop • Sell public land – developers to put in cash, council to put in land – for needed joint ventures 	<p>Q1. How will this help to deliver in difficult times?</p>	<ul style="list-style-type: none"> • Reduces start up costs and risks of taking long-term lease • Would help with regeneration of empty units/areas • Increase employment opportunities • Would encourage ‘diversity’, small ‘craft’ type businesses • Could ‘test the water’ • Could open up other avenues of support business, to continue in the longer term • Community would benefit from regenerated town centres and ‘flourish’ • Cultural opportunities could increase
	<p>Q2. How could this idea be developed? What has to change to make this happen?</p>	<ul style="list-style-type: none"> • Wider communication between council and small business owners • Work collectively with Jobcentre and Business Link and partners • Encourage private owners to participate • Provide potential shop/business owners support and advice

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – TRANSPORT, ECONOMY & ENVIRONMENT

AIM: Regenerate main town centres - retail, civic and cultural activity, employment and housing		
Ideas to consider	Key Idea to develop: Redevelopment, not new development, look at town centres first to give a mix – jobs/leisure/working	
<ul style="list-style-type: none"> • Support development of managed workspace schemes i.e. finding small business units, low cost, expand easily • Support and help to fill empty units • Secure more flats over shops rather than leave vacant • Integrate employment development with town centre development • Redevelopment, not new development, - look at town centres first mix access to jobs, leisure and housing (becomes co-dependent) • Look at concentration of one type of business i.e. charity shops. Are their rents lower? If so, look the same at other business types • New marketing initiative for North Somerset ‘Green but developing ...’ What does North Somerset stand for – identity needed, better reputation to improve image and encourage investment 	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> • Could be cheaper, more sustainable and more appropriate to attract business to provide what is needed • Bring everyone in to offer solution i.e. partners, businesses, land owners • Create a need for people to be in town centre rather than travel in i.e. flats and leisure facilities
	Q2. How could this idea be developed? What has to change to make this happen?	<ul style="list-style-type: none"> • Start with identifying sites already ‘available’ – empty units, brown sites • Look at policy on how to utilise empty flats/shops • Target small areas at a time • Provide incentives/targets to fill shops/flats • Try and spruce up empty units i.e. art displays • Use opportunities to promote services of NSP partners, businesses • Relax the coastal zone planning restrictions i.e. not designated areas for tourism

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – TRANSPORT, ECONOMY & ENVIRONMENT

AIM: Regenerate main town centres - retail, civic and cultural activity, employment and housing		
Ideas to consider	Key Idea to develop: 1. Decide on 'uniform' identity – theme for district	
<ul style="list-style-type: none"> • Encourage and support small businesses • Ensure interesting 'street scape' – clean, well kept, nice bins • How existing communities can benefit from new jobs and housing • Look at existing buildings in disrepair and improve, think about design – attractive to appeal to investors • Use voluntary sector to promote skills needed for people to start up businesses, once recession over, and social enterprises • Decide on a 'uniform' identity – theme for district • Sort out town centre's parking/transport – 'free buses' • Specialist industries – no current pre-expectation 	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> • Would help give North Somerset clear identity and what is on offer
	Q2. How could this idea be developed? What has to change to make this happen?	<ul style="list-style-type: none"> • Decide on theme and then promote. Encourage decision makers to think about this idea • Publicity of events, large and small, 'What's on in North Somerset' • Could encourage young people to provide ideas for regeneration and provide future plans
	Key Idea to develop 2. Look at existing buildings in disrepair i.e. business units and empty properties and improve – think about design – attractive and appeal to investors	
	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> • Could reduce costs individually if businesses use units i.e. daytime/night time • Increase standards of business and area
	Q2. How could this idea be developed? What has to change to make this happen?	<ul style="list-style-type: none"> • Make sure short term leases are available • Promote partnership services in existing empty units or support national and local 'weekly' campaigns • When private organisations want to start up 'enterprises' local authority and agencies need to provide support and not make it difficult.

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – TRANSPORT, ECONOMY & ENVIRONMENT

AIM: Encouraging more sustainable patterns of travel and tackle road congestion		
Ideas to consider	Key Idea to develop: Improving rural public transport – links between villages	
<ul style="list-style-type: none"> • Bus pass for children/parents pick up link to public transport • Improving rural public transport – links between villages (east-west) • Rebuild schools in sustainable locations e.g. to better transport links • Use of school buses outside of school hours for community transport • Cycle paths that are safe, relevant and connected to towns and villages • Road works leading to congestion – needs better coordination to ensure peak traffic isn't affected 	<p>Q1. How will this help to deliver in difficult times?</p>	<ul style="list-style-type: none"> • Meeting needs of people in rural areas that don't have access to transport – accessing employment opportunities
	<p>Q2. How could this idea be developed? What has to change to make this happen?</p>	<ul style="list-style-type: none"> • Higher take up of public transport • Has to happen at peak times – timing of services • Linking with existing 'showcase' bus and train routes • Routes need to be relevant – meeting needs • Address costs of bus tickets – Price structuring e.g. peak time/off-peak • Timetables need to be clear and easy to understand, relevant and readily available • Reducing red-tape to allow local community transport services to be set up

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – TRANSPORT, ECONOMY & ENVIRONMENT

AIM: Encouraging more sustainable patterns of travel and tackle road congestion		
Ideas to consider	Key Idea to develop: Keeping local services open/re-open. Reducing need to travel	
<ul style="list-style-type: none"> • ‘Car clubs’ for residents i.e. pool of cars for residents e.g. for a block of flats, villages, street • Safe cycle routes for schools/colleges with secure parking • Increase cycle paths across district • Coordinating existing services/communication and greater awareness • Keeping local services open/re-open. Reducing need to travel • Regional perspective to consider links between authorities 	<p>Q1. How will this help to deliver in difficult times?</p>	<ul style="list-style-type: none"> • Less isolation • Less volume of traffic travelling to services • More money into local community • Local employment
	<p>Q2. How could this idea be developed? What has to change to make this happen?</p>	<ul style="list-style-type: none"> • Partnerships – joined up approach to delivering local services and greater understanding between different service providers • Focussing on long-term, accepting an initial cost for continuing services • Sharing assets e.g. post office with drop-in services • Making use of redundant assets/premises e.g. schools out of school hours • Bringing back mobile services e.g. mobile library • Community owned services

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – TRANSPORT, ECONOMY & ENVIRONMENT

AIM: Encouraging more sustainable patterns of travel and tackle road congestion		
Ideas to consider	Key Idea to develop: Educate young people on alternative transport and need for this – educate parents	
<ul style="list-style-type: none"> • Better access to public transport information – clear, relevant, timely, reliable easy to find • Better linkage between train, bus and cycle • Planning has to be infrastructure led to minimise need for journeys and minimise congestion • Better cycle paths – better connectivity • Educate young people and educate parents on alternative transport and need for this – educate parents • Disabled access to public transport • Access to bus services in rural areas • Website for car sharing – ‘needs greater awareness’ • Electric car charging ports 	<p>Q1. How will this help to deliver in difficult times?</p>	<ul style="list-style-type: none"> • Reduce reliance on car as soon as young person reaches 17 years old
	<p>Q2. How could this idea be developed? What has to change to make this happen?</p>	<ul style="list-style-type: none"> • Greater availability of information on public transport e.g. timetables, services available • Traffic exclusion zones e.g. closer to schools • Public transport more affordable for young people e.g. trains can be expensive • No student bus cards • Education on cycling safety and proficiency and consideration of cyclists by motorists • Greater bike security in public areas • Greater connectivity between transport services – and reduction of waiting times between services • Promoting car sharing e.g. travelling to work and college • Building on existing initiatives

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – TRANSPORT, ECONOMY & ENVIRONMENT

AIM: Encouraging more sustainable patterns of travel and tackle road congestion		
Ideas to consider	Key Idea to develop: Better understand why people want/need to travel to where they do – especially rural areas	
<ul style="list-style-type: none"> • Implement the sub-regional transport strategy • Better understand why people want/need to travel to where they do – especially rural areas • Employers provide incentives/information for travel not by car • Local Authority to work with transport providers to drive down costs • Town centre regeneration providing more jobs and housing reducing need to travel • Support for community transport initiatives • Increase competition in provision of public transport • Promote good practice e.g. green travel plans 	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> • Might reduce pressure on transport infrastructure leading to reduced costs • Reduced individual costs • Makes North Somerset more attractive – for businesses and individuals • Better basis for forward planning • Frees up money for other services • Will result in greater inclusion, better health etc for less advantaged groups
	Q2. How could this idea be developed? What has to change to make this happen?	<ul style="list-style-type: none"> • TEE group commission work to collect information – to include why facilities not available locally • Look at big drivers for travel e.g. work, shopping, schools, events • Not just ‘why’ but ‘when’ – time of travel critical • Pressure points/blocks – understand what people want to travel to but can’t • Need greater clarity on sub-regional transport strategy • Integrate transport needs into delivery of RSS/LDF/Core Strategy • Education to drive behaviour change

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – TRANSPORT, ECONOMY & ENVIRONMENT

AIM: Encouraging more sustainable patterns of travel and tackle road congestion		
Ideas to consider	Key Idea to develop: Work with businesses and others to promote/deliver alternative/sustainable travel options	
<ul style="list-style-type: none"> • LPA to work more closely with Highways to ensure S106 agreements are delivered in full • Provide incentives to businesses who employ local people (no need to travel) • Infrastructure before or with development <u>not</u> afterwards • Make public use public transport by making it more affordable • Integrate facilities (jobs, transport etc) into new developments • New development to be employment-led • Re-open Portishead to Bristol railway line 	<p>Q1. How will this help to deliver in difficult times?</p>	<ul style="list-style-type: none"> • We' re not sure it will • Reduced cost to local people –less need to travel for work • Makes new developments more attractive to potential buyers e.g. Portishead less attractive due to lack of jobs & difficulty getting in and out
	<p>Q2. How could this idea be developed? What has to change to make this happen?</p>	<ul style="list-style-type: none"> • LPA to be more 'bullish' with developers • Government agencies to refocus funds to deliver employment/infrastructure before houses • LPA to adhere closer to existing spatial plans and other policies e.g. on transport • National policies needed • Opportunity to deliver through Core Strategy – cut Core Strategy must de-politicise strategy • Utopia: Re-open Weston to Clevedon to Portishead light transit link

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – TRANSPORT, ECONOMY & ENVIRONMENT

AIM: Encouraging more sustainable patterns of travel and tackle road congestion		
Ideas to consider	Key Idea to develop: Work with businesses and others to promote and deliver more sustainable travel options	
<ul style="list-style-type: none"> • Better information on motorway congestion at access points • Encourage business community to promote working from home where appropriate • Implement policies for employment – led development • Provide Park & Ride for Weston • Improvements to road network through S106 agreements • Transport (public) infrastructure in place before development/houses • Make more public transport more attractive – joined up, useable, cost, reliability • Cheaper public transport and maintain services to rural areas 	<p>Q1. How will this help to deliver in difficult times?</p>	<ul style="list-style-type: none"> • Reduce personal transport costs • Reduced congestion = lower costs to businesses • Helps deliver more community cohesion
	<p>Q2. How could this idea be developed? What has to change to make this happen?</p>	<ul style="list-style-type: none"> • Integrate (properly) sustainable transport into new development • LPA to enforce S106 agreements and supervise delivery more closely • Don't sign-off/adopt until S106 and other agreed improvements delivered to standard • LPA to enforce implementation of transport policies/plans • People need to have greater confidence in public transport – have more knowledge, lower cost, greater reliability = <u>subsidise</u> • Promote car sharing • Improved community transport • Improve safety (or perception of safety) of public transport late at night

Evaluation of NSP Annual Event 2009

Introduction

The NSP Annual Event was held on Monday, 23 November 2009, at the Winter Gardens, Weston-super-Mare. The NSP Board hosted the Event. The event aimed:

- To update participants on the work of the Partnership
- To develop a shared understanding of the impact of public sector financial pressures
- To explore how these pressures may impact on delivering the Sustainable Community Strategy
- To identify opportunities for local partnership solutions
- To provide networking opportunities across the Partnerships

Event attendance

92 delegates attended on the day representing private, public, voluntary and community sectors from across North Somerset.

Delegates Feedback

Delegates were asked to complete an evaluation form commenting on the organisation, format and content of the morning. They were also asked if they wished to be kept informed of progress and developments. 47% of delegates returned feedback forms, additionally some delegates emailed comments.

Delegates were asked specific questions to establish whether the venue accommodated their needs.

The following responses were received:

Venue

	Very Good	Good	Adequate	Poor
Accessibility	27	15	-	-
Refreshments	14	18	10	-
Facilities	22	18	2	-

Feedback was generally positive in relation to the aspects outlined above. There was one comment that having more than one workshop in a room made it difficult to hear at times.

Delegates' views on the Stakeholder Event

Delegates were asked a series of open questions to provide an overview of what they felt went well and what could be improved. The following are the most common responses received, grouped under common themes:

1. What delegates felt they gained from attending the Event.

Improved awareness and understanding

- A better understanding of the issues affecting us in North Somerset during tough times
- Greater awareness and insight of local views and priorities
- Better understanding of issues surrounding Sustainable Community Strategy aims
- Knowing most other people share the same problems
- Appreciation of the roles of other areas of provision
- Some wider thoughts about scale and issues facing partnership from partners
- Improved understanding of the roles that different partners play in delivering safer and stronger communities in the area
- Better understanding of the voluntary and community sector

Networking and sharing/listening to ideas

- Information and good networking
- A chance to meet some useful contacts from other organisations
- Hearing lots of different opinions from across North Somerset
- An opportunity for discussion
- Good insight, nice to meet people from other sectors

Opportunity to engage, influence and put views

- Like the voting buttons
- The opportunity to work with others towards a common goal and to put forward own ideas with the hope of changing North Somerset for the better
- A feeling of belonging to a structure that is trying to make a difference
- Opportunity to test ideas
- Opportunities to discuss ideas
- Opportunity to network with agencies and to put forward our views to be considered

2. Elements of the Event that delegates felt were least useful

- The voting
- Irrelevant comments made by some people taking part
- Some discussions which focussed on issues with no background statistics or understanding of the effect proposals may or may not have
- It was more policy related rather than local level. Will what we talked about really make a difference? What is achievable?

3. How would delegates have liked the programme improved?

- More time for the workshops
- Just one workshop each for a longer time and then collate the information at the end
- More discussion time to weed out things already being done
- More scene setting regarding broader issues
- Maybe ensure people swap groups each time
- Could have had proposals against each aim of possible ways forward to add to or develop most supported items

4. Delegates' general comments

- Workshops were planned very well, good idea to run them this way
- It was good to exchange views
- Good to mix organisations up on issues that are not part of their day job, so workshops worked well I thought
- This was constructed in a negative way, needed positive introduction
- Thank you – enjoyed the day
- Very well facilitated

Conclusion

Generally a well received Event that met its aims to inform and encourage stakeholder participation, although consideration needs to be given to the length and format of workshops for future events.

Completed evaluation forms indicate that participants:

- Gained an improved awareness and understanding of issues affecting North Somerset
- Appreciated the opportunity to network with other local organisations – voluntary, community and statutory
- Welcomed the opportunity to engage, influence and share views on possible local solutions for continuing to deliver on the Sustainable Community Strategy.

Thank you to everyone who supported and participated in this event.

For further information about the North Somerset Partnership please see our website www.northsomersetpartnership.org.uk

North Somerset Partnership Event 2009

Delegates List

Name		Organisation
Mary	Adams	NHS North Somerset
Marilyn	Addis	Long Ashton Parish Council
Nigel	Ashton	North Somerset Council
Hannah	Batts	North Somerset Council
Georgie	Bigg	Voluntary Action NS
Alison	Blackhall-Wright	Age Concern Somerset
Margaret	Blackmore	Crossroads Care
Clive	Bodley	NSHousing
Chris	Born	NHS North Somerset
Ed	Bradley	Delivery Partnership Representative
John	Brentnall	WsM Town Centre Partnership
Sara	Brown	South Ward Neighbourhood Management Programme
Lorraine	Bush	North Somerset Council
John	Carlin	Weston & District Community Transport Ltd
Derek	Carter	North Somerset Council
Charles	Cave	Long Ashton Parish Council
Steve	Chinn	NSHousing
Sylvia	Claridge	North Somerset Governors Forum
Bridie	Collier	NS Citizens Advice Bureau
Bob	Cook	North Somerset Council
Hannah	Cornock	NHS North Somerset
Barbara	Davidson	Avon & Somerset Police
Alan	Davies	Bristol International Airport
Rosemary	Dowie	TENONS
Jo	Duffy	Congresbury Parish Council
Shaun	Fitzpatrick	North Somerset Council
Jeff	Foreman	Avon & Somerset Police
James	Foster	North Somerset Council
Myles	Furr	North Somerset Council
Jeanette	George	NHS North Somerset
David	Glynn	Wrighton Parish Council
Bev	Gordon	Victim Support
Phil	Hall	North Somerset Council
Stephen	Harrison	NHS North Somerset
Diana	Hassan	Congresbury Parish Council
Cllr	Hayden	Banwell Parish Council
Chris	Head	Community Action

Celia	Henshall	Vision North Somerset
Kim	Herivel	North Somerset Council
Andy	Hicklin	Environment Agency
Angela	Hicks	NS Enterprise Agency
Alastair	Higton	North Somerset Council
Christine	Holland	NS Crossroads
Barrie	Houghton	Avon Fire & Rescue
Andrew	Hughes	NHS North Somerset
Phil	Humphries	North Somerset Council
David	Jolley	North Somerset Council
Mike	Kellaway-Mariott	Weston-super-Mare Town Council
Valerie	Kelly	North Somerset Council
Liz	Keogh	Avon & Somerset Police
Julian	Kern	Avon & Somerset Police
Qamar	Khan	NS Care & Repair
Gary	King	JobCentre Plus
Tony	Lake	North Somerset Council
Mark	Leahy	Stonham
Lynne	Liptrot	NHS North Somerset
Robert	Mair	U3A
Robin	Manners	Avon Fire & Rescue Service
Stella	Milsom	Government Office South West
Teresa	Moretti	Weston Foyer
Bill	Panesar	SARI
Dawn	Payne	North Somerset Council
Paul	Phillips	Weston College
Graham	Quick	North Somerset Council
Victor	Rawlings	Nailsea & District Community Transport
Anne	Riney	Bournville Residents Association
Miriam	Robertson	SREC
Vic	Ryland	Weston & District Community Transport
Dave	Salmon	Avon Fire & Rescue Service
Pete	Sewell	Congresbury Parish Council
Cllr	Shayler	Banwell Parish Council
Emma	Shortt	North Somerset Council
Jackie	Simpson	WsM Credit Union
Jane	Smith	North Somerset Council
Bob	Snow	Voluntary Action North Somerset
Grace	Sprague	North Somerset Council
Phil	Suter	Audit Commission
Nikki	Taylor	Brunel Care

Kay	Topazio	North Somerset Council
Judith	Tranter	NS Parish Wildlife Wardens
Graham	Turner	North Somerset Council
Gary	Twinn	NS Private Landlords Forum/Woodspring Deposit Guarantee Board
Matt	Tyler	ROK
Mary	Uppington	Long Ashton Parish Council
Charles	Walker	North Somerset Initiative
Martyn	Wallberg	Avon Fire & Rescue Service
Noel	Walter	NS Avon Local Council Assoc
Jany's	Warren	St Georges Parish Council
John	Warren	St Georges Parish Council
Emma	Williams	Brunel Care
Roz	Willis	North Somerset Council
Kay	Wozniak	Avon & Somerset Police

NORTH SOMERSET PARTNERSHIP EVENT 2009 TABLECLOTH IDEAS

HEALTH & WELLBEING

SCS Aim: Meet the health and social needs of older people

Summary of issues:

- Transport issues – restricted mobility, accessibility, public and community transport
- Access to local services – particularly, but not only, for rural/isolated communities
- Better coordination between services e.g. social services and health services
- Better coordination of discharge to home processes and hospital transport and appointment processes
- Communication is key – publicise services and other activities for older people more, signpost at time of diagnosis, target communication
- Encourage use of ICT
- Recognise and identify needs of carers of all ages – training, support and funding – especially young carers, male carers
- Development of voluntary support and community led support – village agents
- Intergenerational work
- Encourage men to access appropriate groups
- Variety of opportunities for social activities and to become more active in community
- Local centres and activities
- Encourage sensible eating/diet and activity
- Increase support for independent living including increase funding for care and repair services to keep people in own homes, technology to support people living at home
- Allow more choice in accommodation
- Increase involvement/commissioning of VCS to support older people
- Maintain support of VCS working with older people
- At what age do people become older people? Does 'older' mean 'sicker'?
- Ensure participation of clients in making decisions and choices
- Early interventions

Transport

- Transport issues – accessibility, especially those with restrictive mobility (not fully able or wheelchair users)
- Inability to drive or travel long distances
- No one could drive my car – only help if I got into their car (no insurance)
- More community transport for older people
- Provision of transport to facilitate access to H&S matters
- Voluntary transport and voluntary support clubs and organisations for older people
- Critical issues with public transport – what part can community transport play?
- Support the development and expansion of community transport in providing 'answers' better 'publicity' for the service
- Volunteers: transport – insurance/fees?
- Review community transport – access, can't use diamond card, expensive
- Services provided on public transport routes
- Independent living requires transport infrastructure at an affordable price, or services to be deliverable to residents within their own homes
- Accessible transport links to activities and social inclusion
- Good transport for elderly to visit doctors, hospitals and social activities

Appendix 1

Access

- Working to address needs of rural/isolated communities
- Rural areas – accessibility and wider range of services
- Prevent the loss of rural services for the elderly
- Remove isolation
- Giving those concerned a voice and letting them direct the support which is provided
- Access to local services
- Easier access to services – is care connect for health as well as social services?
- Coordination between services – social services, NHS, Housing etc
- Extend services in the community
- Coordination – identify access points and services – tailor services
- Make it easier for the older person to access the services available – complex forms (need to know right words)
- Make the older person feel they have a right to access the services available
- Target older people with basic free services such as community alarms for the over 85's Mental health – access to advice would help

Availability/flexibility of care

- Understand where people live and be more flexible i.e. allocation to GP, hospitals
- Note discharge issues
- Smoothing of transition from hospital to home
- Working into hospital – provide services focussed on exit where appropriate
- Think about small things of personal need, not just big things
- Major concerns on practical nursing, need to reduce paperwork and bureaucracy, sister must know the patients
- Toe-nail cutting services locally/in-home aids independent living and wellbeing
- Prevention, easing into service
- Hospitals need 'joined up thinking' for appointments and transport (inefficiencies)
- The services didn't meet my needs – because of time
- Joining up local services in order to improve efficiency and reduce costs
- Specialist agency working – district nurse, health visitors, PCT, community matron
- Agency working to specialise in areas of expertise i.e. Dementia palliative care
- Social Needs
 - Security/ASBs
 - Odd jobs for widowers service
 - Voluntary organisation events
 - Home building to meet social housing needs
 - Home release – singles in 3 or 4 bed properties, incentivise
- Identify the needy, who don't come forward through normal channels
- Wide range of services – when, how, medium, high

Communication

- Communication is the key
- Education/communication
- Targeted communication receipt
- Communication is vital – listen to what is wanted/needed. Tell them what can be done. Manage expectations but communicate.
- More publicity for services available
- Provide signposting for support services at the point of diagnosis
- Better publicity and access to/for local services
- Focus – 1-2-1 point of contact to support carer and older person (listener – volunteer)
- Directory of services/groups for older people

Appendix 1

- Education via access points e.g. GP community centres, make use of shops
- Increase the information available i.e. activities for older people e.g. keep fit, dances
- More information about transport available and how to access that
- Communicate the issues that surround caring for older people to educate the wider community to promote better understanding.
- Promote ICT facilities amongst older people to reduce isolation and provide targeted support

Carers Needs

- Recognise carers more
- Identify carers needs
- Carers should have more help and contact
- Better support for carers of not only older but also not so old
- Carers – particularly young carers
- Support for carers, especially young carers
- Note carers are of all ages in community – need to recognise their stress/isolation
- Recognise their possible isolation – may be rural
- Support groups for male carers
- Support for older carers with invalid partners, days/activity days for partner and carer
- Really caring for carers – carers of very old people may be older people themselves
- Need quicker answers to carers needs and questions
- Funding for carers – believed to be at risk
- Training, support and funding for carers.
- Involve carers and users in planning/decisions

Community Support

- Community led support and engagement
- Development of 'families' and supporting infrastructure to aid health and social needs/demands
- Increasing voluntary networks or support in the community
- Greater support (mutual) to older persons to maintain health and provide social contact
- Networks – good idea, could be a focus for information and use of older people to volunteer
- Village Agents – a new idea from the fire service
- 'Village agents scheme'. Website. Glos example support carers by ensuring adequate
- Village agents
- Community cafes
- NS Life, parish notice boards
- Facilities for respite care
- Community liaison officer
- Intergenerational work
- Intergenerational activities – linking elders with schools etc

Social Activities

- Not everyone is social so alternatives for those who do not want to attend group activities
- Social group awareness
- Encourage men to access appropriate groups
- Create greater opportunity for older persons to engage in 'social' contact
- Social gathering – clubs in local centres
- Clinics in senior clubs? Bit like child health clinics
- We have children's centres – could it be shared with seniors? For health?
- Village halls ok for social gatherings

Appendix 1

- Encourage people to become more active in their local community
- But – older people need to be encouraged/ helped to meet, mix and interact, therefore they need service centres within communities
- Use of children's centres to provide seniors clinic e.g. soup lunches, eating to cope with isolation within rural communities, encourage community transport within rural communities
- Use of village halls, church halls etc for above
- Combat isolation – develop community cohesion – safeguarding, inclusion, support in local activities
- Community projects
- Cycling/walking clubs, dog walking clubs
- Greater access to social and hobby groups within communities
- Encourage all people (especially older people) to keep to a sensible diet and take as much exercise as appropriate so that funds available can be directed to the more needy health wise. In my experience the medical professions appear to focus on younger people

Housing/support to remain at home

- Increasing funding for care and repair services to keep people in their own homes for longer
- Specialist housing appropriate for their needs
- Appropriate and affordable housing work with private developers and housing associations to deliver
- Choice – Increase sheltered accommodation and larger rooms – too cramped some residents feel that it is more like an institution
- Focus on home safety and the living environment
- Increase opportunities to access services to support independent living. Cross tenure available and accessible throughout North Somerset
- Support elderly people to be independent and remain in their own homes when normally they would be taken into care
- Use technology such as tele-health/assistive technologies to keep people safe at home
- Design new communities and facilities so people can walk/cycle to satisfy their daily needs
- Keep people at home
- Prevention
- Emphasise healthy living
- Education in healthy living
- Independent living

Role of Voluntary & Community Sector

- Voluntary sector support/capacity building
- Encourage more involvement in CVS environment
- Recognise the economic value of the voluntary sector
- Increase the commissioning of services to the third sector
- Maintain support to voluntary and community organisations who work with socially isolated older people
- Fund grass roots organisations that understand the issues first hand and that have a good track record in delivery
- Support for the voluntary sector to provide activities for social inclusion/ peer support etc. to promote improved mental health and well being
- Less red tape which inhibits people offering 'voluntary' help to their neighbours trying to re-instate the era of looking out for the people around you

Appendix 1

- Better use of 3rd sector/ Develop/support 3rd sector opportunities
- Use 3rd sector/voluntary organisations in a more diverse way – they have knowledge of who to contact, best practice and how to get best value
- Encourage local organisations to participate more in caring
- Set up voluntary caring systems similar to NHW and LAT

Other health initiatives

- Free membership of local leisure centres – means tested??
- Health trails in woods, fitness trails
- Walking, cycling etc can be very cheap and worthwhile
- Play equipment for the elderly
- Educate on the benefits of exercise

Other

- Definition of older people
- Who are older people? What is the definition as the needs for different ages will be different. We need a starting point
- At what age do you become old? At what age do carers become old?
- 'Re-label' older 50+? - 60 to 65? Have in-between age group leading to older?
- Promoting understanding about good value for money
- Increase re-ablement/rehab services to promote independence and lessen dependency on future savings (social return on investment)
- Cost issues
- Transfer funds from drug related services to assist older people
- Holistic working – don't get caught up in where funding is sourced (health and social care) – outcome base
- Recognise the financial advantages to all
- Coping in recession – increased worries
- Cleanliness
- Go4Life success?
- Hospitals and nursing homes reduce the ability of older people to walk and restrict their fitness opportunities
- Greater working to reduce the gap between health and social care
- Promoting good practice – good ideas that lead to proven good results
- Support people to stay well physically and mentally – independent living
- Why pressure that 'older' means 'sicker'?
- Increasing number of older people in North Somerset – living longer but are they living healthier lives or staying healthy
- Teach people how to better manage their long-term condition/self management
- More appropriate use of partnership working
- Patient/individual priorities over service provider priorities
- Ensure choice/client driver
- Participate in making choices
- Train health and social care staff on supporting people to self-care
- Good care service that is efficient
- Improve hospital/social services coordination at discharge
- Identify areas of duplication – or indeed absence i.e. shuffling dementia from organisation to agency
- Early intervention
- Encourage parish plans

Appendix 1

HEALTH & WELLBEING

SCS Aim: Increase supply and access to affordable housing

Summary of Issues:

- Rural housing strategy
- Appropriate rural housing
- All new homes built to highest standards
- Infill – use small pockets of public sector land to meet needs
- More affordable housing within all developments
- Different solutions for different client groups
- Ensure range of affordable housing in mixed tenure developments with local facilities e.g. school, shops, GP, employment
- Joined-up town designs – work, shops, housing, transport
- Engage planning (local and national) early
- Persuade MOD to release RAF Locking for affordable housing development
- Tax empty properties to provide incentives to renovate, tighten rules
- Make affordable housing, shared ownership more acceptable, more mainstream
- Help for housing ‘deposits’ – easy access, easy repayment amounts
- Landlords to ensure properties fit for purpose
- Supply and demand – is demand local? Increase supply by reducing costs and using innovative designs or reduce demand by cultural change tenant vs home ownership
- Use of compulsory purchase powers
- Bring existing stock back into use

Rural Housing

- Rural housing – unblock the jam – rural housing strategy
- Ensure rural has flats and starter homes (like Churchill development)

Building Standards

- Make sure homes (social) are built to high BREEM standards = cheap to run
- Integration and privacy – private units of accommodation, community hub of support services central to environment
- Empty property – town centre space designed for integration and privacy

New Builds

- Requirement for 900 affordable homes per year
- Supply according to demand
- Small infill developments
- Use public sector owned land to make development more economical even small areas of land for one or two units often meet a particular need
- More social houses 30% in private developments
- More affordable housing units within developed areas
- Maximise % on each development
- % of affordable housing on each development
- Ensure a range of affordable housing options are available on new developments
- Affordable housing within development plans more mixed tenure communities but need to create communities not housing estates
- Build in range of housing including high value (to reward developers) and entry level to meet need
- Cost comparisons of updating old properties and providing new, new houses easier to maintain
- Access to finance

Appendix 1

Wider facilities

- Develop communities with suitable facilities alongside building houses
- Housing and workplace together
- Community infrastructure
- Access to resources e.g. schools, health, employment
- Single person units with community space for young people
- Designed to meet individual and community needs, not building first
- Joined up town designs (full plan, work, shops, housing) built around transport network
- Location of schools and services within new developments
- Maybe council could offer incentives e.g. reduced planning costs, link to social care/GP etc
- Stimulate the supply of land for housing development
- Economic led building – provide jobs which will lead onto housing need and improve investment for area
- Traffic infrastructure needs improving – local railways – Portishead?

Regulation

- Reduce S106 thresholds for infrastructure payments
- Parish plans – community land trusts
- Local housing allowance – press government to change back to previous system
- Planning system that works
- Engage planning (local and national) at an early stage of our consideration to identify brakes and/or restrictions on proposals to meet the objective (reality check)
- Work to persuade MOD to release RAF Locking for affordable housing development
- Ensure all new developments have some element of affordable housing within (could be as much as 50%)
- Tax empty properties and give financial incentives to renovation work done on them – particularly if being considered as affordable housing
- Empty properties – change/relax planning law, subsidies to landlords, tighten up rules on void properties and consider taking owners to court

Education/communication/publicity

- Raise awareness of what 'affordable housing' is, change perceptions 'NIMBY'
- Make shared ownership more mainstream

Tenant support

- Help for 'deposits' on housing – easy scheme to access and pay back in small, affordable amounts
- Checking landlords are taking proper care of tenants – ensuring they are keeping properties safe and fit for living in and listening to tenants, not just taking money off them
- Turn up the heat on private developers to become more socially minded
- Consider NSHousing and social housing sell offs – grants etc

Other Issues

- Determine the need – local? Or pressure from outside areas to provide housing
- Bring existing stock back into use
- Need to tackle issue of supply and demand – either increase supply by reducing costs of materials, land and labour, and using innovative designs such as prefabrication /technologies or, reduce demand through cultural change tenants vs home ownership
- **Affordability**
- Buy-up half finished properties (or planned developments) from private sector where work has ceased in current economic climate
- Greater use of existing empty properties

Appendix 1

- Compulsory purchase of redundant properties
- Potential compulsory purchase of empty properties
- Provide a range of different solutions for different client groups
- Clear focus on owner occupation routes for affordable housing
- Homebuy
- Don't sell out to supermarkets

SAFER STRONGER COMMUNITIES

SCS Aim: Reduce alcohol and drug misuse and drug related crime

Summary of issues:

- Continue the joined-up, partnership approach
- Greater control of alcohol sales, pricing and offers, as well as the number of outlets and opening hours
- Proactive work with retailers – no loss leading sales, greater penalties, underage sales
- Stop expansion of drug rehabs in North Somerset, including reducing the number of people coming to Weston for treatment
- Tougher drug enforcement
- Clear pathways into drug/alcohol treatments and better management of treatment facilities
- Early coordinated support for those leaving treatment e.g. housing, employment etc
- Early intervention and support services for young people and those growing up in families where there are substance misuse issues
- Education and awareness raising in schools of effects and support available e.g. YOT
- Understand causes of alcohol and drug misuse
- Provide alternative activities for young people
- Consider issues in rural areas too

Control - alcohol

- Proactive approach to penalising suppliers selling alcohol to under 25s for their responsibility for local alcohol related crime
- No 'Buy one get one free' – cheap all you can drink nights!
- Greater control on 'booze' pricing and 'buy one get one free'
- Stop every corner shop and supermarket selling alcohol – should only be sold by off-licences and public houses
- Supermarkets to be more aware of the consequences of their irresponsibility
- Alcohol – night time economy – more react than prevent
- Minimum pricing?
- Work with retailers/supermarkets – no loss leading sales
- Designing out crime – S17 considerations and licensing policy. Ensuring no heavy concentration of licensed premises
- Locally price alcohol i.e. not cheaper than water
- Manage the supply of alcohol through clubs and bars better
- Restrict access to alcohol
- Raise legal age on alcohol to 21
- More responsible selling of alcohol and actions against shop keepers
- Supermarket should be charged a special alcohol tax to compensate for their ability to discount cost of alcohol
- Licensing laws – reduce opening hours
- Cheap outlets

Appendix 1

Control - drug

- Make sure those cured of drug abuse don't stay in Weston
- Stop expansion of drug rehab centres in North Somerset
- Drugs enforcement – national picture and WsM – manage people coming to the town
- Tougher sentences for drug dealers
- Review/legalise drugs
- Faster court action against perpetrators of drug related issues

Control – both

- Increase penalties for suppliers
- Reduce number of people coming to Weston for treatment
- Cooperation with councils across the country to reduce uncontrolled rehab referrals
- We shouldn't be soft with offenders, especially suppliers
- The legal system needs to be overhauled in order to cope

Support services

- Support services for young people – give support at earliest possible opportunity
- More care of drug offenders
- Better management of drug treatment facilities (including outside agencies/probation services sending non-locals for treatment)
- Clear pathways onto drug/alcohol treatments – resettle and rehabilitate
- Access to alcohol treatment
- International benchmarking what works
- Better support services for children and young people growing up in families where there are drug and alcohol issues.
- COSMIC project could be developed further – increase its capacity
- Return to original policy for providers
- Earlier intervention during rehabilitation regarding housing and support availability not wait until they come out
- Support for young people in rural areas – soft drugs and alcohol
- Targeted work with offenders, ongoing support
- Services for those exiting drug services, e.g. housing, employment etc.
- Engagement of all service providers in delivering high quality services to alcohol and drug clients
- Accredited drug and alcohol services
- System relocated referrals after treatments
- Improve linkages between service providers across treatment and into third/fourth stage
- Support networks to become initiated – e.g. PCSO or youth worker
- Improve access to services
- GP, clinician involvement in new approaches
- Early education of impact at schools
- Less Weston centric services
- Introduce an integrated offender management system

Education

- Youth offending team – make more people, parents & parents, aware of them
- Raise awareness about safe drinking with young people – through education, discussions etc at primary school level – cooperation with parents
- More early education on drugs
- Education – schools other areas, drugs/aids
- Education - early intervention
- Promote greater understanding of the causes of alcohol and drug abuse

Appendix 1

- Volunteering opportunities for those in recovery
- More education
- Safe drinking – work with schools and parents
- Use young people as role model advocates showing no need for drugs and alcohol
- Drug/alcohol awareness, schools, young people, better role models
- Education and prevention at school
- More accurate awareness about the effects of drugs – young people should not be misled with emotive ‘adverts’/ statements of harm
- Get adults out and about setting example
- Increase and target awareness of the implications/effects of alcohol and drug misuse on the community
- Famous and other well known personalities have a big responsibility to set examples
- Education – schools and parents
- More awareness of effects
- Early education
- Talk about alcohol issues with school children, raise awareness
- Importance of education and example
- Challenge some of the norms for young people and others
- Improved local awareness of problem – it is real
- Improve alcohol education in schools
- Education issues – what are the root causes leading to drug and alcohol misuse? – Family issues, peer pressure
- Capture and spread best practice across provider organisations

Other activities

- Bowling alley
- Club for emerging bands
- What is the alternative to alcohol and drugs for young people/disengaged people who say ‘why should I stop drinking and taking drugs – I like it?’
- Look at alternatives for them to do, is there anything? Particularly in rural villages?
- More support to youth groups and support to organisations such as Sisters of the Church in St Pauls and voluntary communities
- Provide alternative challenging facilities for young people

Other

- Offender to repay where crime committed through drug taking
- Joined up partnership approach to continue
- Partnership approach
- Stop rewarding failure
- Cost of such crime
- Control of supply?
- Investigate the underlying causes – education, lack of achievement, peer pressure, and put activities in place to stop gangsters ‘going off the rails’
- Can lessons be learnt from the reduction in smoking to help reduce intake of alcohol and drugs
- Parents should be targeted regards their children drinking
- Family environment too often blamed for drugs/alcohol
- Police need support of judges and magistrates to carry through their policies
- Use existing tax pool for education/treatment
- Increase tax – use money for treatment and prevention
- Legalise and tax drugs – use money for treatment and providing good support
- Social stigma of smoking = social stigma of drinking

Appendix 1

- More focus on people drinking at home, opportunities Senior Community Link (SCL)
- Links with employment and training
- Better access to optimal scripts
- Fund on a polluter pays principle – ring fence an area of alcohol duty into drug/alcohol education and health/policing
- Increased duty will impact on young binge drinkers through economics
- Learn lessons from accreditation scheme and implement learnings
- Determine pockets of problem – why here?, how? (access to alcohol)
- Influence media about acceptability of consuming too much alcohol
- Look at rural alcohol problems as well as the towns
- Try and get drink drivers off the road throughout the year
- Influence behavioural cultural change
- Make planning decisions more difficult for treatment providers to build new schemes
- Use S106 funding to provide drug and alcohol services and facilities for offenders/users
- Ensure key influencers within North Somerset have necessary skills/knowledge to have a meaningful impact
- Review prevention strategies in order to focus resources on most effective activities
- Redress the balance between drug and alcohol commissioned services – given that drug treatment services current gets the lion's share of funding

SAFER STRONGER COMMUNITIES

SCS Aim: Support the development of the voluntary and community sectors

Summary of issues:

- Improve publicity within outside organisations, including benefits to employer and employee
- Encourage a more positive image/role/aspiration of volunteering
- Volunteers are a great resource but need training, support and encouragement
- Encourage different sections of the community to become volunteers e.g. older people
- VCS can help NSC and NSP achieve aims
- Improve networking across sector – especially smaller groups not 'connected' to VANS
- Increase financial capacity of sector - recognition that grant income is diminishing
- Job shadowing/senior staff to be seconded into VCS organisation – gain experience and understand support required
- Support and resources from public agencies e.g. IT support, printing, knowledge transfer

Communication

- Better publicity within NSC itself
- Raise employer's awareness of benefits of volunteering so they can be more sympathetic towards employees who volunteer e.g. time off for initial training etc.
- Communicate support available and improve engagement

Volunteers

- More encouragement and support for volunteers
- Agencies can form their own volunteers to help with their aims
- Need to use volunteers, a great resource but volunteers need to be skilled
- Encourage more sections of community to become volunteers – especially 'older people' – great in number and with a range of ability
- Change attitude to volunteering – give it a more positive image/role/aspiration

Appendix 1

- Making the development sustainable – training, linking and networking groups, volunteers need training
- In the same way as paid workers enjoy recognition, volunteers need support and recognition, feedback and respect
- Don't make assumptions, educate/communicate, provide support, encouragement, don't overload volunteers, local community joint voluntary forums
- Getting more people involved with voluntary work, to reduce costs of professionals – but also giving volunteers backing in training and support

Coordination

- Third sector coordination to meet shared aims of the council and NSP
- Ensure that VCS work is more aligned to the priorities of the area/SCS/LAA
- Formation of NS voluntary/community sector 'assembly' to enable inter sector support
- Implementation of 'village agents' scheme across North Somerset (particularly Chew valley) to provide single point of contact for isolated people in village and rural communities, signpost people at risk to agencies and voluntary organisations where support/advice can be sought. Avon Fire & Rescue to provide training
- Need to get small VCS groups that do not 'belong' or contact VANS etc. or receive any funding from NSC (some work on this done in 2009 via NSC and churches and parish councils)
- Decide priorities and focus on them

Experience

- Secondment of senior staff into the sector so that can experience and thus support the need

Funding

- Pump priming
- Access to performance reward grant funding
- Provide minimum of 3-year SLA's to voluntary and community organisations with good track record
- Coordinate applications for funding
- Share training
- Funding – a little goes a long way
- Voluntary groups will have to embrace the idea they will have to self fund more by raising their own and not depending so much on grants i.e. by coffee mornings, work days, car washing etc
- Provide funding, advice and training for organisations and individuals involved in the VCS
- External funding for third sector infrastructure development and more skills development for third sector
- More income generation schemes/streams – recognition that grant income is diminishing
- How much does support cost? What is the budget?
- Increase financial capacity of voluntary organisations, more efficiency

General Support

- More central support
- Public awareness and support from business community
- Encourage local private sector sponsorship either in-kind or cash
- Link officers from NSC
- Supporting and encouraging the involvement of the voluntary sector
- Working together with all training etc Encourage those with skills to give more freely and not charge so much as 'experts'

Appendix 1

- Encourage those supplying services to not 'charge-up' in expectation of grant money being available
- Support and resources, volunteers from big 5 public sector bodies to sector, coordinated. Nothing too small – IT support, printing, knowledge transfer
- Job shadowing placements with public sector organisations by third sector volunteers
- Full implementation of Compact should be in place and form the structure for consultations/behaviours by the NSP
- Access to public sector training courses for community and third sector colleagues
- Link people/champions within statutory authorities so that voluntary sector only needs to speak to one person re problems/finance etc

Difficulties

- Recognition of the constraints community transport has to work under
- Recognition of the contribution community transport already makes

Other

- Groups need to work in partnership
- Work with charity schemes that will help to reduce crime and therefore the cost of policing and impact on community
- Extension of Bobby van schemes through partnership with insurance sector
- Research the wants and needs of residents to ensure that appropriate services are provided
- Audit of resources and skills already in place in the sector in NS and available from NSP to the sector as contributions/volunteers
- Promote good practice and ideas that have led to good results elsewhere
- Promote the understanding of good value for money
- Ensure balanced sector representation at all levels of partnership
- Database for third sector involvement
- Support in-kind from NSC e.g. publicity, promotion, rather than in hard monetary terms
- NS Compact – does it have any impact/effect
- Preventative services are cheaper than crisis intervention
- One service often means many types of support
- Stop reinventing the wheel
- COMPACT was set up but doesn't seem to get a mention
- Recognition that third sector works in partnership with other organisations (non-threatening)
- Listen to needs of the people
- Cost effective
- Recognise that if councils are saving huge amounts of monies through third sector they should contribute
- Measurability – how to identify impact of third sector
- Recognise the VCS as quality provision of services to the individual and community
- Understand how the VCS is organised and the need for infrastructure and capacity building activity
- Commit to core funding particular services with outcomes
- Look at the VCS as serious partner in the delivery of the SCS and local services
- Map the current level of provision and identify possible services and contribution to SCS

Appendix 1

TRANSPORT ECONOMY & ENVIRONMENT

SCS Aim: Encourage more sustainable patterns of travel and tackle road congestion

Summary of Issues:

- Improved planning processes and joined up working both in North Somerset and sub-regionally
- Infrastructure, including facilities and transport options, must be planned and delivered with any development. Should also encourage walking and cycling
- Encourage cycling – cycle lanes to useful places, safer routes, training
- Improve public transport – comfort, costs, sustainability, information and routes, including rural connectivity
- Improve coordination across public transport services - buses and trains
- Support to develop and expand community transport services
- Local employment to reduce travel
- Flexible working to reduce travel and/or congestion
- Education about sustainable travel in schools

Planning

- Implement sub-regional strategy
- Make West of England Partnership less bureaucratic
- Sub-regional strategy is king – so many commuters in North Somerset. Would also present opportunities to cut costs by working more closely with other areas
- Regional/sub-regional planning
- Coordination and reliability across sub-region
- Progress the delivery of the sub-regional transport schemes – SBL/BRT/Weston Package
- Sub-regional transport plan
- No infrastructure across South West – many people travelling between local authority areas – needs to be simple and cost effective system to encourage use
- Strategy to ensure in NSC/development plans
- Develop more robust local plans/policies
- Promote good planning
- Speed up planning process
- Infrastructure before or with development not after
- More improvements to road system when significant housing/commercial development occurs
- Be mindful of transport issues when dealing with planning
- Plan better to ensure that development is infrastructure led, to minimise and avoid road congestion
- Transport network in place before development
- Make sure network is sustainable in the future
- Joined up approach to travel across the local authority
- Road congestion affects all forms of travel and therefore the first problem to deal with. New build areas should have transport the first consideration. NS Council needs to work more closely with highways to ensure that highways agree to the proposals of the 106 agreement
- Road design – less regulation, smooth flow
- S106 – all developments/early and robustly/closely supervised
- S106 cash to fund improvements
- Greater supervision of S106 by NSC
- Job opportunities/housing alongside development reduce the need for commuting

Appendix 1

- Ensure new development have local facilities that reduce the need to travel – cycle routes/schools/work
- Design of transport networks – need to take into account safety
- Design of new communities should encourage all people to walk and cycle rather than use the car
- Planning – don't close local schools or post offices
- No more regional shopping centres – reduce reliance on car and motorway (M5 delays)
- Working with CPA to shape developments/growth so as to include alternatives to car

Alternative travel

- Cycle lanes right across, towns and villages
- Always include cycling facility on any new highway development
- Encourage walking & cycling to work
- Cycle paths
- Safe cycle routes to secondary schools, especially rural schools
- Increase cycle paths, make safer
- Better continuous pavements and cycle paths
- Make a proper job of cycle routes (a la Holland)
- Look at extending cycle network
- Encourage people from outlying villages to cycle – safely or bus across villages
- Safe cycle routes – training for cyclists
- Safe cycle routes
- Cycle path, Dutch systems
- Promote bus and rail schemes
- Alternative routes
- Re-open rail link between Portishead and Bristol
- Establish LT link W C & P
- More focus on rail use
- Electric car charging points
- Share lifts
- Encourage car share
- Car share
- Car pooling – flexibilities in the model?
- Make it financially advantageous to share transport provision
- Set up a park and ride scheme
- Greater use of 'park & ride' schemes to reduce town centre congestion
- Park & ride facilities – work with Bristol
- Safer roads, with pavements and cycle routes
- Encourage group rather than individual journeys
- Sharing good practice e.g. green travel plans
- Accessibility/travel plans
- All business/schools to have green travel plan and implement it
- 1 person to walk children to school

Community Transport

- Further develop community transport
- Community Transport provision across North Somerset
- Promote and develop/expand community transport
- Increased support for organisations providing transport to the community
- Transport coordinator for community transport
- Promote diamond scheme more extensively – shuttle services more frequent up and down hilly residential areas

Appendix 1

- Encourage community support car sharing
- Streamline options and communicate effectively

Public transport

- Better public transport
- Safer & timely public transport infrastructure that is cost effective and affordable
- Affordability of public transport for individuals – coordination
- Encourage use of public transport by making it more affordable without penalising car users
- Public transport – affordable
- Public transport – costs/reliability/sustainable
- Cheaper public transport
- Make public transport more comfortable, reliable and affordable
- Consistency in charging (through tickets)
- Public transport not always cost effective – no incentive to use
- Affordable travel, public transport
- Stop the local bus companies from dictating which services should be cut based on costs alone
- Improve public information in publicity for transport
- Better access to public transport information – real time information, timetables, routes
- Real time information on bus time
- Easy access routes, times, that suit need
- Improve access to and provision of public transport
- End destinations to where people actually need and want to go/get to
- More ‘provided’ transport to set end destinations
- Bus routes across North Somerset – Banwell/ Worle/ Locking/ Bleadon
- Demand responsive public transport
- Look at bus routes, frequency, size of buses, cater for public take up – possible route change
- Tube approach for bus routes
- Tramway/improve bus – nationalise buses?
- Better linkage between train and cycling facilities
- Improve rail services i.e. doubling rail track to WsM/Portishead railway
- Railway – gov pricing issue re laying on additional carriages to make a better experience and encourage more passenger travel
- Existing lines/railways used for bikes/new railway networks
- Late bus tokens enable children to take part in after school activities and travel home safely without needing lifts
- Bus pass for children e.g. Churchill
- Late bus – parents pick up link to public transport – change route slightly for pick up
- School buses outside hours for community transport
- Review –
 - Cost of public transport fares/routes/timetables
 - Bus that take you where you want to go, when you want to go at an affordable price
 - NSD has high car use/how public transport because of above
- Note how busy buses are with 60+ travel cards
- Bring First Group to heel

Rural Transport

- More rural connectivity to ‘focal points’
- Rural transport options for many communities

Appendix 1

- Rural communities – travel/transport
- Reduce HGV's from local cross country roads

Employers

- Charge for workplace parking
- Make travel plans a reality
- Working with colleagues – employers/car share
- Working hours – vary start and finish times/avoid school times
- Encourage/increase flexible options for work i.e. reduce hours, home working, flexi working
- Encourage business community to promote working from home where appropriate
- Employment led regeneration
- Financial incentives for businesses that provide employment for locals i.e. rate reductions
- Employment led

Schools/Education

- Make school zones red routes
- Change rules for school catchments
- Schools travel plan
- Areas to promote walking buses
- School runs – minibus system?
- Kids in on it but not parents
- Talk to schools about parents not driving kids to school
- Education in schools – parents/children

Other

- Robust
- Think of the environment before you travel by car/bus/train or plane
- Environmental Impact Assessments
- Be realistic regarding car use in the country
- Safe travel – safe routes to school, buses and train security
- Reduce need to travel – home working
 - Social isolation
 - Reduction in cross fertilisation of ideas and expertise
 - Must not remove one programme and create another
- Talk to the communities affected by congestion/get ideas from them
- Roadwork schemes
- Motorway accident info
- Access to hospitals
- Road congestion must be addressed
- Smarter traffic light systems
- Enable people to travel to shopping centres without needing cars
- Behavioural change to reduce the problems
- Video conferencing facilities in village halls/community buildings
- Car club scheme
 - Coordination
 - More utilisation of taxi companies
 - Training for more people to be able to move and handle wheelchairs
- Use of school buses/minibuses outside school hours – e.g. for community transport
- Transport for young people in evenings and weekends
- Educating young people on the need for sustainable travel and encouraging utilisation of these modes of transport

Appendix 1

- Not just showcase routes – interconnectivity especially links to rural areas
- Put up RFL/petrol
- Road tolls
- Salary sacrifice scheme for rail/bus/bike
- Disincentives for parking – workers
- Rebuild schools in sustainable locations
- Encourage businesses to locate in main towns in North Somerset
- Car sharing website to reduce emissions
- Promote shops in villages to cut down the need for travel – more services to villages e.g. Gateway/library/post office
- Be smarter e.g. car clubs – do not totally eliminate the car just manage it better
- Make it more inconvenient to drive e.g. humps and bumps, cost of petrol, eliminate rat runs, car parking charges
- Road work congestion – consider coning off only when work in progress
- Traffic lights create congestion. Do we need so many?
- Shared transport schemes for businesses – rebate on tax/use of bus lanes
- Local resources
- HA approach to local roads
- Transport sharing systems – that work
- Webcams – video conference
- Benefits for reduction on personal travel
- See people working on road work

TRANSPORT ECONOMY & ENVIRONMENT

SCS Aim: Regenerate main town centres as locations for retail, civic and cultural activity with employment and housing

Summary of issues:

- Be clear that developments are what communities want and meet their needs, balance provision of services for residents and tourism
- Develop a North Somerset identity and promote North Somerset offer to businesses, tourists etc to come to North Somerset
- Develop identity of individual towns
- Utilise empty shops – information services, community information, art displays
- Flexibility in terms – short leases, capped or reduced rents and rates
- Grants to support new businesses to begin
- Support development of managed workspaces
- Support development of social enterprises with the third sector e.g. IT, recycling
- Encourage mixed economy and local employment
- Encourage employment through subsidised apprentice schemes, publicise access to work for disabled people, experience through volunteering, training in specific work streams or for local disadvantaged areas
- Improve transport infrastructure and parking amenities
- Ensure developments link new and old communities and provide good infrastructure and integrated facilities and allow green spaces
- Young people in schools and college could design key art installations/new street furniture working alongside noted artists
- Tackle issues from night time economy – binge drinking

Appendix 1

Local service provision

- To develop a primary care resource centre in Weston through one of the key sites regenerated. This will allow for more services to be provided to local community and help to reduce expenditure in secondary (hospital) care

Marketing

- Marketing – push with Weston’s new front
- Decide on an identity for the town centre i.e. tourist, business, etc so all can work towards an aim. Who do we want to attract to our town centres?
- North Somerset brand famous for something
- Promotion of the event calendar of WsM and other towns to squeeze as many £s as possible out
- Somehow incentivise other than housing. Premium incentives for green industries

Re-using/alternative uses of empty shops

- Utilise empty shop facilities – advertising, plans, small businesses, NSP, SCS
- Make use of empty premises
- Look at ways to utilise empty shops/houses to breathe life into areas – incentives, rent free periods
- Strategy for the use of empty premises for promotion of information/stop smoking etc. Short term leases. Local art – walk in, windows etc
- Free vacant shop use for the arts
- Zero business rates to encourage shop use

Cultural offer

- Learning opportunities to promote cultural diversity of the area and social development of children and young people – could be done through educational work in schools and colleges
- Cultural identities – North Somerset wide identity then individual towns

Encouraging business

- Support development of managed workspace schemes that provide plug in and go opportunities at a low cost with business support provided
- ‘Oven ready’ development sites needed
- Encourage and support small businesses which are less prosperous
- ‘Capping’ rents for shops, re-visiting lease agreements for shops
- ‘Spend to save’ support to get new business up and running via grants or reduction in rates etc
- Small business encouraged/helped by short term leases
- Shops to work together to agree opening hours i.e. do they/don’t they open for longer hours before Xmas?
- Shops and businesses to open later too
- Encourage businesses from outside employers
- Use Town Centre manager to promote business
- Encourage business development in town centres
- Support small businesses to bring people into area
- Support BID process
- Better engagement with business sector
- More emphasis on leisure/retail/better night time economy
- Encourage new industries to North Somerset
- Support a development of social enterprises with third sector – IT, recycling
- Buy and supply North Somerset local produce campaign
- Look at multiuse of business space i.e. – café during day, bistro at night - run by different people

Appendix 1

- 24hour town centre offer?

Encourage employment

- Arrange active and 'subsidised' apprentice schemes aligned to local businesses or strong public sector bodies
- Backing Young Britain is a campaign encouraging business cooperation in employing young people
- Train young people to start own business
- Work for those trained
- Publicise access to work for disabled people
- Volunteering to get skills as route into job when recession ends
- JobCentre Plus can offer financial support to recruit from local disadvantaged groups. It can also provide training support for organisations e.g. care industry and retail
- Regeneration of town centre to benefit existing communities as well as appeal to tourists. How to engage communities in the jobs that might be generated. Diversify the local economy.

Planning

- Planning process needs to be pro-development
- Implement Weston Area Development Framework Action Planning
- Sell public land in conjunction with developers to strengthen specific retail activities e.g. council supply land, developers supply money 50:50
- Re-development - refurbish/redevelop existing buildings first
- Make towns nicer, in terms of environment, attractiveness
- Iconic design – to attract other investors in
- Ensure house builders contribute to the aims e.g. build a school on new estate and shops
- Integrate some employment development with town centre developments – aim to reduce over with emphasis on segregating development
- Provide 'green' spaces and infrastructure (trees & housing) linking retail, civic, residential and employment developments
- Ensure that public transport provision is adequate and efficient, without imposing an amenity value
- Improve rail services and infrastructure
- Similarly provide car parking linkages to public transport without parking imposing on amenity
- Transport issues – parking etc

Other

- Be clear on what is the potential for issues proposed
- Be clear that proposals are what public want to see
- Meeting needs:
 - Redevelopment not new development
 - Draw it to the centre, not the periphery
 - Leisure activities
 - Flats over shops
- Mix it up – retail/civic activity and cultural and employment and housing
- Balance of provision of services to residents and tourism
- Ensure area has smart street scapes, kept clean and looked after
- More 'offender' working parties through community sentences to improve environment
- Keep towns litter free – tidy, especially WsM, clean up Sunday
- Gateways to Towns/Town centres – signage, clear, welcoming
- Is funding available to provide a TCM for all main towns?

Appendix 1

- Agree across Somerset for areas of excellence:
 - Arts – WsM Concert Hall
 - Bridgwater Cultural Centre
 - Somerset Sports Arena
- Neighbourhood management encouraging active citizenship and responsibility for areas
- Link new communities with existing – link through employment
- Look at opportunities to link with rebuilding of pier
- Use resource of young people in schools and colleges to design key art installations/new street furniture, working alongside noted artists
- More flats over shops on social lettings basis
- Tackle binge drinking at night – more night time economy activities – night time atmosphere
- Night time economy to be fully integrated with all plans including housing and employment i.e. funding – pavement cafes – cleaning
- Town Centre Management arrangements to include voluntary sector
- Explore EU funding opportunities
- Reusable bags sponsored by businesses