Williton public engagement

Somerset County Council (SCC) has been working with West Somerset Council to review how to make better use of both organisations’ buildings in Williton in order to make services more sustainable.

The proposal would be to create an integrated customer hub providing a range of public services at West Somerset House. This may include some SCC services, for example, the library and registration services moving from their existing buildings into a new space within the ground floor of West Somerset House. Existing West Somerset Council Customer Services will also continue to operate from the building and there is an opportunity to create an integrated reception, which can deal with a wide range of customer service queries. The project is also exploring how to maximise use of the existing children’s centre.

The aim is to create modern, flexible spaces where customers can access a wide range of services in one place. Through sharing space, we will reduce running and maintenance costs - making financial savings and helping to make services more sustainable and fit for future use.

Both councils are currently reviewing the options and a recommendation will be produced for agreement in February 2016. This will be supported by a fully costed business case, which will clearly set out the impact and benefits of the project. The business case is likely to be produced for approval by both organisations in summer 2016.