

SOUTHMEAD

DEVELOPMENT TRUST



Customer Experience Manager Information Pack June 2021





Southmead Development Trust

Our Vision:

"Southmead, its residents and neighbours thriving in all areas of life"

Our Values:

Positivity

regardless of the challenge

Integrity

being true to our word

Excellence

going above and beyond

Welcoming

respectful of everyone

Entrepreneurial

for the long term good



Message from Chair of Trustees, Kevin Sweeney:

"Southmead Development Trust is a fantastic organisation making a real difference to individuals' lives in Southmead and North Bristol. The Trust belongs to, is run by, and works for the interests of the local community. By giving power to the community, and working collaboratively and creatively with our local partners, we are delivering significant social impact. We are increasing opportunities, community pride and empowerment, reducing isolation and promoting health and wellbeing.

Will you join us as a Customer Experience Manager at the Trust? In this exciting new role you will be leading the front of house team for our sites and bringing new customers into our spaces. Our venues are well loved and well used but there is so much potential to do more. We are looking for someone with bags of energy who loves meeting people and will fit into our friendly welcoming community! We look forward to receiving your application."



WHAT WE'RE ABOUT

We are about making Southmead a great place to live and work, and we are committed to working with the community to deliver on that vision. We believe that the people who live and work in communities are best placed to make decisions on the future of that community, and with support and opportunities everyone in the community can thrive. Whilst we deliver services locally we are active across the region and work in partnership with like-minded organisations.

SOUTHMEAD: OUR COMMUNITY

Southmead is 6 miles from the centre of Bristol and has areas in the lowest 10% on the Indices of Multiple Deprivation in the UK. It is a post 1930s housing estate with approximately 4,200 homes and a population of 12,750. Significant employers include Southmead Hospital, the Aerospace industry and a large out of town shopping centre, the Mall Cribbs Causeway.



WHAT WE DO

OUR SITES We currently run three sites, the Greenway Centre, Southmead Adventure Playground and Southmead Youth Centre. In the pipeline we also have a brand new purpose facility in the centre of Southmead. We hold these assets on behalf of the community and run them as busy community, wellbeing and business hubs. We run our own services across the sites and also host NHS services, charities and local businesses. We provide long term business units, flexible desk space, stage hire, outdoor space for events and training & meeting rooms. Our customers enjoy access to a large cafe, newly refurbished gym and fitness classes, showers and cycle sheds. We run or host an exciting programme of events and classes ranging from creative writing to Tai Chi, Le-Roc, Badminton and singing groups.

COMMUNITY DEVELOPMENT We believe in an asset based approach and whilst we have projects tackling social isolation, food poverty, increasing aspiration, and promoting healthy lifestyles, we believe success is not these projects growing, but these services no longer being required. After significant consultation we launched a comprehensive community plan in 2015 which is due to be refreshed shortly.

HEALTH & WELLBEING We lead on holistic social prescribing across North Bristol. We deliver contracts from the Clinical Commissioning Group & Bristol City Council. We partner with many, influence the future, and deliver world class services. We are a founding member of Bristol's Healthy Living Consortium and have contracts for mental health support for community groups. We are piloting an innovative project with Adult Social Care which seeks to provide an individualised service, whilst saving money, by using our social prescribing and volunteer coordination expertise. We operate a gym with a range of classes, as well as an exercise on referral scheme with health professionals, We have a number of significant partnerships on the horizon for delivery of Health & Wellbeing services.

REGENERATION & COMMUNITY LED HOUSING We are leading one of the UK's largest Community Led Housing projects and have built a very skilled project team of residents and professionals. Our Master Plan was launched in the Autumn of 2018 and in May 2020 we secured planning permission for Phase 1 (120 units) . Our three objectives are to:

1. Regenerate the centre of Southmead for existing residents
2. Diversify our income streams – for the long term
3. Provide appropriate housing – size, sustainability & affordability

EMPLOYABILITY & TRAINING We deliver a range of employability support and training courses as a sub-contractor and a lead contractor. Across our assets (which include tenants, licensees and community groups) we engage with more than 3000 volunteers per annum.



CHILDREN & YOUNG PEOPLE Young people are the solution not the problem. They are not just the future, but the present. Early intervention is crucial to long term impact. We completed a Community Asset Transfer of the Southmead Youth Centre in 2014 and 'The Ranch' (Southmead Adventure Playground) in 2019. We generate income from these facilities by hosting private businesses and community groups which work with young people. This income, along with fundraising, enables us to employ a youth team, deliver services, and support young people to influence decisions and pursue opportunities.





**Greenway
Centre**

**Southmead
Youth Centre**

**Southmead
Adventure Playground**

**We run
three
centres**

**AT A
GLANCE**

**REGISTERED
CHARITY
FOUNDED 1995
(formerly
Greenway Centre
Trust)**



Staff & Volunteers:

- Approx 55 staff in total
- A diverse and rich team: Youth Workers, Cleaners, Receptionists, Social Prescribers, Administrators, Employment Mentors, Fitness Instructors, Community Navigators, Maintenance Assistants, Life Planners.
- Over 50 volunteers engaged across the organisation at every level

Governance:

- 15 Trustees/Directors
- Guided by our Memorandum & Articles of Association, the Board is made up of:
 - 8 Southmead residents
 - 5 Employed or volunteering in Southmead
 - 2 Elected Southmead Ward Councillors
- Finance Sub Committee
- HR Sub Committee

Finances:

- A turnover of £1.5-2m per year
- Revenues have trebled in five years
- Projects in the pipe line will see continued growth over the next five years
- Growing reserves and designated funds

Our role in Southmead:

- We are interested in our impact today and our impact in 20 years
- We take the long term view, we seek stability and sustainability for the benefit of our communities
- We are positive about Southmead's future
- We exist to serve, to change lives for the better, and to see our communities thrive