

***South Somerset Local Information Centre
Guidelines and Funding Agreement***

Ilminster Information Centre for 2022-2023

Definition

A *Local Information Centre* (LIC) is a non-networked information centre, set up in response to local need.

Funding

A locally recognised and responsible organising body should oversee the running of the LIC, i.e. town council, chamber of trade or business association. The organisation will take responsibility for ensuring the LIC has the appropriate insurances and complies with legislation relating to health and safety and employee welfare. Recruitment of staff/ volunteers and payment of salaries or expenses is the responsibility of the organisation.

The LIC may apply to South Somerset District Council for a grant of up to £500 to support operational costs with 50:50 funding, if evidence can be provided along with completion of the following information -

LIC address and contact details:	Ilminster Town Council Old Magistrates Court East Street Ilminster TA19 0AJ
Name and address of organisation to receive payment for LIC grant:	Ilminster Town Council Old Magistrates Court East Street Ilminster TA19 0AJ
LIC opening hours:	Ilminster Meeting House/Arts Centre Tuesday – Saturday 09.30-15.00 Ilminster Town Council Reception Monday – Friday 11.00-14.00
Copy of annual accounts received.	
No of visitors to LIC (for previous year):	Not required but interesting if you have the stats.
Estimated % split of enquiries (for pervious year):	Not required but interesting if you have the stats.

Service Standards

Local Information Centres will comply with the following service standards:

- Provide a warm welcome and professional service to visitors with regular and clearly advertised opening times
- Provide attractive and tidy displays with categorised up-to-date information, promoting SSDC literature and countywide publications as appropriate to the location
- Assist customers to access SSDC digital services where possible
- Be staffed by people with good local knowledge and awareness of the wider county and region
- Ensure all staff/volunteers are clearly identifiable by name badges
- Attend Tourism leaflet exchange events
- Ensure that all staff/volunteers are inducted by the manager when commencing work at the LIC
- Ensure all volunteers undertake Welcome Host training or equivalent
- The centre should be well signed and accessible to people with disabilities
- Provide an after-hours information board with details of opening hours and days
- If closed during the winter, display a board giving the reopening date and the location of the nearest LIC
- If answer phone used, ensure opening hours are clearly stated along with the details to be given when leaving a message
- Advise SSDC of events and newsworthy issues for the quarterly tourism news bulletin
- Advise the SSDC tourism team of any changes of centre manager/ coordinator
- Follow SSDC or Town Council complaint procedure and forward complaints associated with SSDC publications or services for reply within three working days of receipt.

SSDC will endeavour to:

- Grant aid LIC up to 50% of costs, to maximum of £500
- Signpost to organisations that can assist with volunteer support
- Keep LICs informed of dates of literature exchange days, training days etc
- Promote any new developments at LIC through SSDC news bulletin
- Visit LIC by request

I agree to the above requirements.

Signed: Print Name:

Position Date

On behalf of LIC

Name of host organisation

Signed on behalf of SSDC

Print Name:,

Becky Cotterill/ Bev Stapp
South Somerset Tourism Team, Leisure and recreation Service
South Somerset District Council
Brympton Way
Yeovil
Somerset BA20 2HT