

# Public Document Pack

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**Date:** Tuesday, 30 January 2024

## **\*\* Supplementary Dispatch**

**To all Members of the Executive**

Dear Sir or Madam

**Executive – Wednesday, 7 February 2024**

I refer to the agenda for the above Executive meeting and attach the following item:

- 6. Medium Term Financial Plan Update and Recommended Budget for 2024-25**  
(Pages 3 - 88) Appendices 1-3

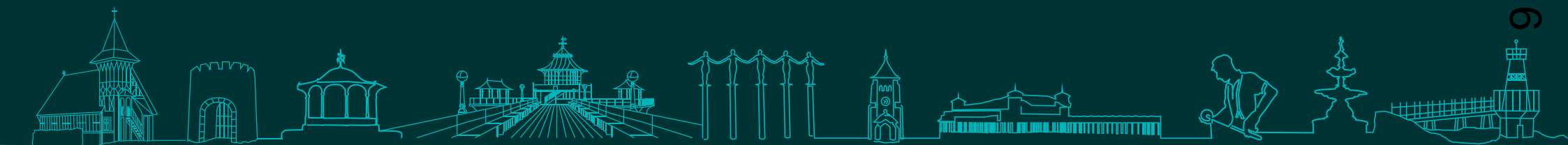
Report of Councillor Bell (attached)

Yours faithfully

Assistant Director Legal & Governance and Monitoring Officer

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North Somerset  
Page 3  
**Corporate Plan**  
2024-2028



# Foreword

In 2019, North Somerset residents voted for a collaborative council where councillors of all parties, and none, worked together to get things done for our community.

**In 2023, this approach was reinforced and our Partnership Administration of Liberal Democrat, Labour, Green and independent councillors was refreshed with renewed energy and purpose.**

We remain focused on delivering the priorities that residents have identified – making North Somerset Council more open, fair and green. We will strive to improve our core services by being bold, dynamic, and ambitious, but also, we will ensure we're protecting those vulnerable residents who rely on our care and support the most, particularly as the cost-of-living crisis and economic pressures continue to bite.



Our Corporate Plan sets out the Council's vision and ambitions, what we will deliver to achieve these and how we will track our success. It sets out how we will continue to be an open and listening council, a leader in the response to the climate emergency and work to create a community that is fair for everyone.

Our plan will be delivered against the backdrop of economic hardship for many in our communities and for public bodies too. Council budgets will be stretched, and hard decisions will need to be made, but we remain committed to listening, understanding the needs of local communities and agreeing priorities together.

This plan, supported by a comprehensive action plan, is just a starting point - we need to work together to make our community better for us all and a place that we can all continue to be proud of.

**Councillor Mike Bell**  
Leader of the Council



# Our vision

## An Open, Fair, Green North Somerset



### Open

You told us open means being honest and transparent. It means listening to you and your views on the decisions we make. It means being accountable for how we spend your money and ensuring we provide the very best value we can.



### Fair

You told us fair means being accessible and inclusive in how we work. It means listening to the views of all groups and acting on local issues. It means ensuring equity in access to services.



### Green

You told us green means we take our responsibility to respond to the climate emergency seriously. It means we do all we can to understand the impact our actions have on the environment and mitigate them where possible.



# Our values



We act with **INTEGRITY**



We **RESPECT** each other



We **INNOVATE**



We **CARE**



We **COLLABORATE**

# Our ambitions

1.

Our children and young people are cared for, safe, supported, and are given equality of opportunity to thrive



2.

Our communities are caring, healthy and safe, where people help each other to live well



3.

Our towns and villages are thriving and sustainable places to live, work and visit



4.

Our council delivers consistently good services and value for money to support our community

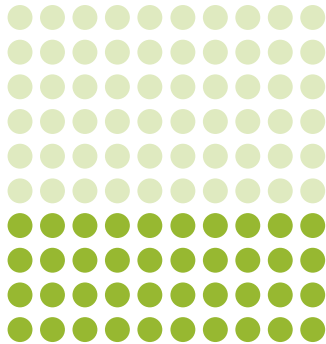


# Our resources

We will always remember that the money we spend is your money:

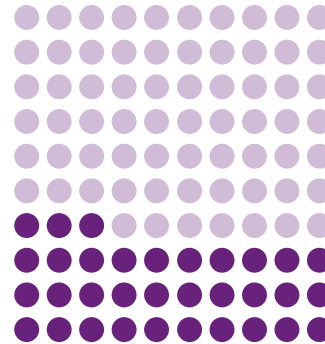
**40%**

comes from the Government, from the taxes you pay - most of this can only be used for specific purposes like schools or housing benefit



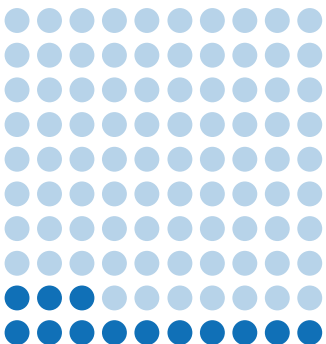
**33%**

comes from your council tax



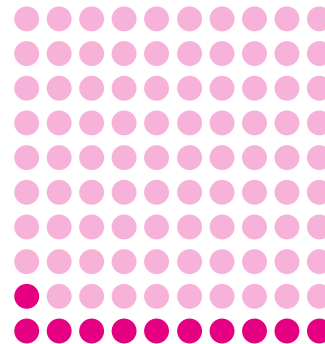
**13%**

comes from the charges you pay to cover the cost of specific services like planning, licensing, social care, and parking



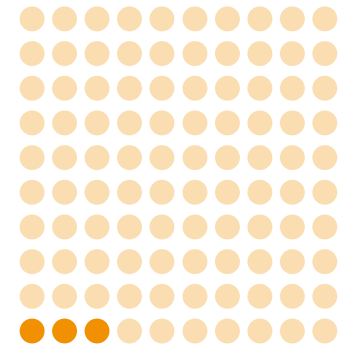
**11%**

comes from business rates paid by our local business



**3%**

comes from other sources including investment or rental income



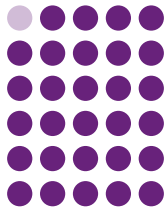


# Our resources

For every £100 we receive to fund services, we spend...

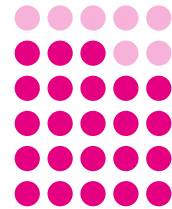
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**£29**



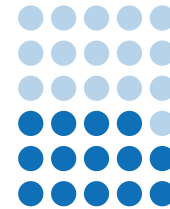
£29 caring for adults who need our help

**£23**



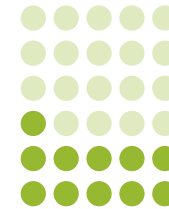
£23 helping children and young people to get the best start in life

**£14**



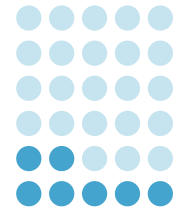
£14 other, including support services, elections, and capital financing

**£11**



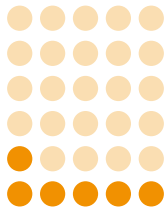
£11 on housing benefit for people on low incomes, helping to prevent homelessness

**£7**



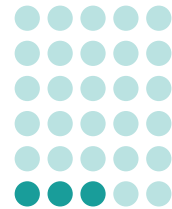
£7 collecting recycling and waste, and looking after our countryside, parks, and beaches

**£6**



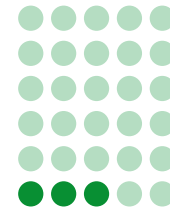
£6 planning and building new affordable homes for local people, major road schemes, and buildings

**£3**



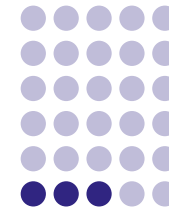
£3 fixing and maintaining roads, streetlights, and public transport

**£3**



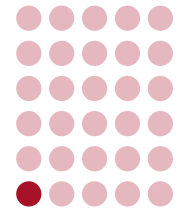
£3 helping people keep well and stay healthy

**£3**



£3 to run libraries, registration services, maintaining trading standards and supporting businesses and the economy

**£1**



£1 on our online and customer services, enabling people to contact us



# Children and young people

Our children and young people are cared for, safe, supported, and are given equality of opportunity to thrive

We want to ensure that all children and young people get the very best start in life with an equal chance to have a safe and successful future regardless of where they are born.

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Where children and their families need extra support we will provide the right service at the right time, maximizing opportunities for early intervention and support, and where we need to, we will safeguard vulnerable children and young people.

We want all children and young people to do well in school, achieving to the best of their ability and going on to have the skills they need to access good jobs that provide a decent income in our changing world.

We will support the health and wellbeing of our children and young people from birth through to young adulthood, and we will do this by listening to them when they tell us about the support they need and giving them opportunities to have a say in decisions that affect them.



**Open:** we will make the best use of communication, consultation, and engagement tools to ensure more children and young people can have a say in decisions that affect them. We will use this feedback to improve our services.



**Fair:** where children and young people are at risk of poor life outcomes, we will focus our efforts to ensure they have the same chance at success as their peers. This will ensure equality of opportunity.



**Green:** we will work with schools and colleges to achieve the aims in our Climate Emergency Strategy action plan, supporting the next generation to be aware of the impact their actions have on the environment and how best they can protect the natural environment and support biodiversity.



# Our commitments

Our commitments for how to make North Somerset a place where children are cared for, safe, supported and are given equality of opportunity to thrive are set out below. We have also included ideas where you can help. We achieve more when we work well together!



Ensure families have access to the services they need for the first 1,001 critical days.

## How you can help

- Make use of the wonderful services that sit across our **Children's Centre** offer.



Ensure the right service at the right time with a focus on early intervention and support for families and children.

## How you can help

- If you need help or some extra support, **tell us**.



Improve educational attainment and narrow the gap for our most disadvantaged children and young people across all key stages.

## How you can help

- Read to your children from an early age.
- Take up your free education entitlement offer for preschool children.
- Ensure your child attends school and support them to get the most out of their education.



Reduce the number of children and young people not in education, employment, or training.

## How you can help

- Explore a range of opportunities for the young people in your life post-16 from apprenticeships through to college.



Support our children in care and care experienced young people to ensure they have equality of opportunity.

## How you can help

- Consider whether you could **foster or adopt** a child and give them a loving home.



Improve our consultation and engagement approach for children and young people to ensure their voices are heard in decisions which affect them.

## How you can help

- Talk to the children and young people in your life and encourage them to think about how they can get involved in having their say.



Enable opportunities for children, young people, and their families to be physically active and social in local communities and have access to a healthy and balanced diet.

How you can help

- Encourage your children and young people to get involved in local clubs and community activities including volunteering.
- Walk and cycle where possible.
- Make use of the information on offer to support your family's **health and well-being**.



Work with partners to support our children and young people to have good mental health and wellbeing.

How you can help

- Encourage the children and young people in your life to talk about their feelings, the things that make them happy and what they are worried about.
- Encourage them to spend time outside and away from their screens.



Support young people through their pathways to adulthood to maximise their independence and ensure they can live well.

How you can help

- Support the children and young people in your life to be as independent as possible.
- If you own a business, think about if you could offer employment opportunities including apprenticeships.



Achieve positive outcomes under the children's support and safeguarding and SEND inspection frameworks, evidencing how we will continue to embed and sustain improvements.

How you can help

- Tell us where we are not getting it right and where we need to improve.
- Compliment our staff when they do well.



Our action plan outlines how we will deliver these commitments and the outcomes you can hold us to account on.





# Proposed total spending

The council's proposed day-to-day total spending to support children and young people in 2024/25 will be £109.3m.

■ **£44.1m**

for children and family services including social care

■ **£33.4m**

high needs dedicated schools grant including special educational needs and disability (SEND)

■ **£12.3m**

early years dedicated schools grant for childcare

■ **£8.1m**

for home to school transport

■ **£7.3m**

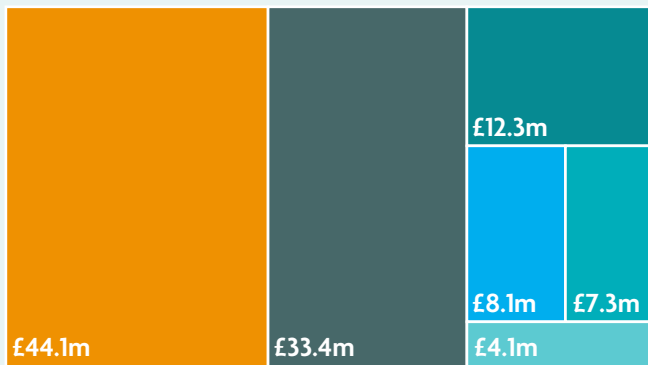
other dedicated schools grant

■ **£4.1m**

public health grant for children



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We will also invest for the future with an additional £44.3m of capital spend in projects to support our children and young people by providing new school places (£22.1m), increasing our SEND provision (£15.9m), repairing our school buildings (£5.8m), and enhancing play areas (£470k).



# Adults and communities

Our communities are caring, healthy and safe, where people help each other to live well

**The population of North Somerset is increasing year on year and our communities are growing and changing too. Our communities come in all shapes and sizes and we want to ensure that everyone has the opportunity to feel part of a safe, supportive community.**

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Part of this is ensuring that local people have access to a decent, warm home. We will support this by increasing the number of homes available to rent and buy and continuing to provide support to reduce homelessness. We will also work with our partners to ensure that our communities are safe and protected from harm, focusing where we need to on communities that need more support.

We want to improve the health and wellbeing of our residents and we will work with our NHS system partners and voluntary, community and social enterprise sector partners to enable people to stay well, safe, and independent at home for longer. We will also support health and wellbeing by ensuring good access to important resources like leisure, libraries, safe and open spaces, and the natural environment.



**Open:** we will be honest and transparent with communities, providing clarity about how decisions are made. We will ensure that we listen to what residents want in their communities and that we engage and consult effectively and meaningfully on proposals before decisions are made.



**Fair:** we will work with all our communities to understand and reduce inequalities, and where we need to, we will focus more on areas with the poorest outcomes to support them to build strengths and resilience.



**Green:** we will work with all our communities including our Town and Parish Councils to achieve the aims in our Climate Emergency Strategy action plan including how we will adapt to our changing environment.



# Our commitments

Our commitments for how we can ensure our communities are caring, healthy and safe, where people help each other to live well are set out below. We have also included ideas where you can help. We achieve more when we work well together!



Ensure more good quality, energy efficient, affordable homes are available for residents to rent or buy through partnership working.

## How you can help

- Support **planning proposals** for good quality, affordable homes in your area.
- If you are a **landlord**, be a good one.
- If you have a spare room, consider whether you could take in a lodger.
- If you see an empty property tell us about it, and if you are thinking of downsizing, talk to us about incentives.



Work with people who have care and support needs and their carers so they remain safe, supported and well.

## How you can help

- If you are able to, help care for a family member, friend or neighbour.
- If you need extra support, **tell us**.



Work with partners to maximise access to low level preventative mental health support and secondary mental health care when residents need it.

## How you can help

- Talk about your **mental health and wellbeing** and support others to do the same.
- Spend as much time in nature and away from your screens as you can.



Work together with our NHS system partners to enable people to stay well, safe, and independent at home for longer.

## How you can help

- Keep yourself healthy by making good choices about **exercise and diet**.
- Get involved in local clubs and community activities including **volunteering**.



Enable communities to develop personal and community resilience and a proactive approach to their health and wellbeing.

## How you can help

- Think about whether you could become a **Shared Lives Carer**
- Engage in groups in your community.



Enable people to maximise their independence, through a focus on empowering communities, information and advice, early intervention and technology enabled care.

## How you can help

- If you have family members who **need support**, help them to understand the options available to them, including technology enabled care such as carelink.
- Start planning for your future care needs.



Work compassionately with our communities to understand and reduce inequalities by providing opportunities for support to build strengths and meet needs.

How you can help

- Get involved in your community and be a good neighbour.



Enable our residents to have good access to leisure, libraries, safe and open spaces, and the natural environment to support their health and wellbeing.

How you can help

- Use council owned **leisure facilities, the libraries, and open spaces.**
- Take advantage of discounts and events on offer.
- Volunteer to take part in library initiatives such as reading challenges for children.



Strengthen our collaboration and co-production with Town and Parish Councils, the voluntary and the community sector to ensure we work well together for the benefits of our residents.

How you can help

- Help others in your community by volunteering and by being a good neighbour and looking out for those around you.



Achieve a positive outcome under the Care Quality Commission inspection framework, evidencing our strengths and development plans.

How you can help

- Tell us where we are not getting it right and where we need to improve.
- Compliment our staff when they do well.



Our action plan outlines how we will deliver these commitments and the outcomes you can hold us to account on.





# Proposed total spending

The council's proposed day-to-day total spending to support adults and our communities in 2024/25 is £192.9m.

**£125m**

for adult social care services

**£42.6m**

for housing benefits

**£10.6m**

for community facilities

**£10.1m**

for public health services

**£3.1m**

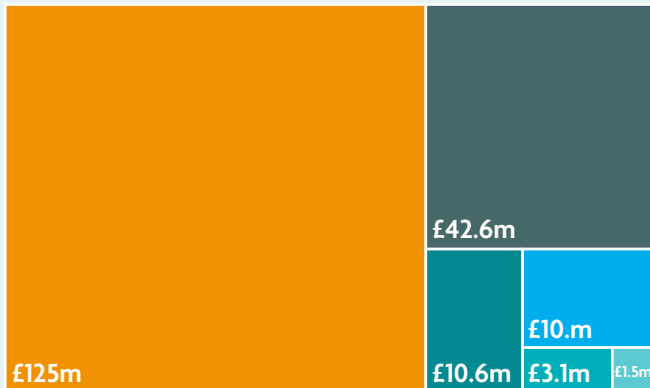
for housing services

**£1.5m**

for community safety services



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We will also invest for the future with an additional £24m of capital spend in projects to provide our communities with affordable and sheltered homes (£10.2m), to support the most vulnerable residents in North Somerset to live independently (£8.1m) and for investment in leisure, community, and cultural facilities (£5.6m).



# North Somerset as a place

Our towns and villages are thriving and sustainable places to live, work and visit

**Protecting our natural environment and developing our built infrastructure is a key part of providing for our local communities and creating a thriving and sustainable North Somerset.**

We will do this by delivering on the actions in our Climate Emergency Strategy to safeguard our natural environment and ensure a more sustainable future. We will also deliver a new Local Plan, setting out our housing and employment needs, complete large scale infrastructure projects across North Somerset that connect communities and people such as the Portishead Rail link and the Banwell Bypass; and maintain and improve where possible our local transport and highways network.

We want to continue to attract inward investment to North Somerset, growing our economy and supporting our residents to have the skills they need to secure a good job and a decent income to look after themselves and their loved ones. Our placemaking strategies will help us to revitalise our towns and villages, making them great places to live, to work and to visit, but also to trade well, and we'll work closely with communities to deliver these. We'll keep our towns and villages clean and safe and we'll offer transport choices that make the most of our infrastructure and provide opportunities for better use of public transport and more active travel through walking and cycling, supporting good health and wellbeing.



**Open:** we will ensure our residents are well informed on how North Somerset as a place will develop and have an opportunity to shape our plans including our Local Plan, placemaking strategies for our towns, our local transport plans and our rural strategy.



**Fair:** we will ensure that our approach to placemaking is focused on supporting local communities to achieve their local priorities, and that we respect the uniqueness of different areas of North Somerset and their needs.



**Green:** we will protect and enhance our environment by achieving the aims in our Climate Emergency Strategy action plan including decarbonising our built environment, decarbonising local business and providing low carbon skills opportunities, and decarbonising transport. We will do more to encourage reduction, reuse and recycling of our waste, and replenish our carbon stores.



# Our commitments

Our commitments for how to make North Somerset a place where our towns and villages are thriving and sustainable places to live, work and visit are set out below. We have also included ideas where you can help. We achieve more when we work well together!



Deliver the Climate Emergency Strategy and action plan and progress towards net zero by 2030.

## How you can help

- Consider your carbon footprint and how you can reduce it.
- Sign up for information and tips about how to reduce your carbon footprint.



Protect our natural environment and encourage biodiversity.

## How you can help

- Make space in your garden for nature and wildlife.
- **Volunteer** to get involved in tree planting and re-wilding projects.



Support our residents to have access to and the skills for good quality jobs that provide a decent income.

## How you can help

- If you employ people, pay them a living wage.
- Take advantage of opportunities for lifelong learning, skills and growth.



Deliver large-scale projects that improve the infrastructure and sustainability of North Somerset.

## How you can help

- Be patient when changes are being made which involve things like roadworks. We know they are disruptive, but the end result will deliver wider benefits



Secure the adoption of a robust and deliverable Local Plan to ensure sustainable development that meets the needs of our local communities and local businesses.

## How you can help

- Have your say on our **Planning Policy consultations**.



Enable the continued revitalisation of our towns and villages, making North Somerset a great place to live, trade well, work and visit.

## How you can help

- Buy local and support jobs in the town centres.
- Keep an eye out for events and come along to them.



Work with communities to ensure our towns and villages are clean, resilient, and safe for everyone.

How you can help

- Report any issues you see so we can fix them.
- If you can, keep the outside of your property clean and litter free.
- Recycle as much of your waste as you can.



Continue to invest in our highways and transport network to connect places and communities.

How you can help

- Walk, cycle or use the bus wherever you can, but if you have to drive do so with consideration about your speed and where you park.



Deliver on public transport improvements and support more cycling and walking across North Somerset to help decarbonise travel.

How you can help

- Sign up for free bus travel wherever it is offered and make the best use of the bus network that you can.



Deliver the council's development programme to provide quality homes and jobs on council owned land.

How you can help

- Support planning proposals for good quality, affordable homes and employment sites in your area.



Our action plan outlines how we will deliver these commitments and the outcomes you can hold us to account on.





# Proposed total spending

The council's proposed day-to-day total spending to support North Somerset to be a thriving and sustainable place in 2024/25 is £59.3m.

**£20.4m**

for waste services

**£12.8m**

for highways, parking and other technical services

**£12.3m**

for public transport and road safety

**£6.6m**

for property, projects and other place related costs

**£3.0m**

for planning and building control services

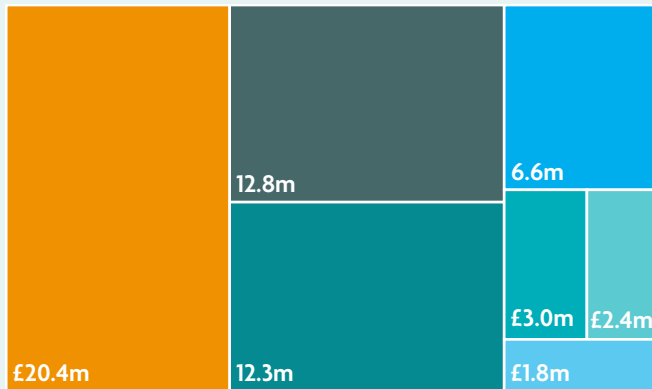
**£2.4m**

for regulatory services

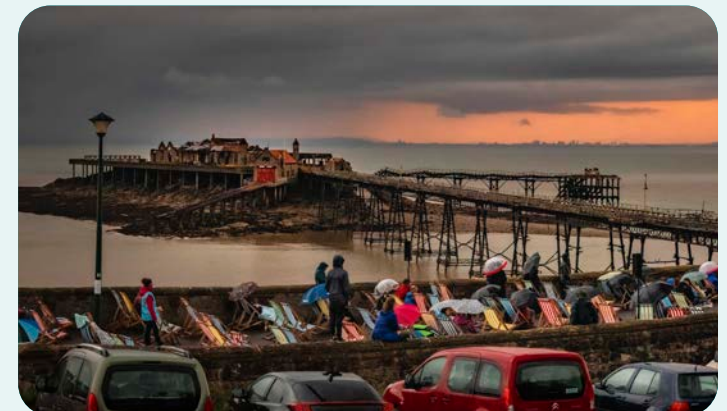
**£1.8m**

for supporting business and the economy

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We will also invest for the future with an additional £356.9m of capital spend across place based improvements. We'll invest £21.9m in projects to maintain and enhance the existing road network and £290.7m to design and deliver strategic infrastructure projects including the Banwell bypass, Metrowest, improvements along the A38 road network, Winterstoke road bridge, and the Bus Service Improvement Plan.





# The council

Our council delivers consistently good services and value for money to support our community

**Our key focus for this ambition is to provide the best services we can with the budget we have. This means being clear about what we can afford to do and what we cannot. What is our responsibility to provide and what is not.**

We will earn the trust of our residents and communities by being open, honest, and transparent about our ambitions, our commitments and the actions we will take to make them happen. Where we have not achieved something, we will say so and we will explain why. Where we got something wrong, we will admit that, and explain how we will fix it.

We want to get better at how we consult, engage and co-produce and we'll offer more opportunities for local people to get involved in having their say. We'll also strengthen our partnerships with Town and Parish councils and the voluntary and community sector to get the best outcomes for our residents. We will be more accessible and responsive, ensuring that we have a range of ways for residents to contact us.

We will make the best use of all our resources, including our assets and our workforce, to provide the residents of North Somerset with the best value for money we can.



**Open:** we will ensure that residents are kept up to date on what is happening and can get involved in decisions which affect them, ensuring confidence that the council is a democratic organisation that works for you.



**Fair:** we will ensure that everyone can contact the council and be treated with fairness, courtesy, and respect at all times when they do so. We will tackle digital exclusion by helping our residents get online but also offering other ways to engage with us.



**Green:** we will work towards being a net zero council by 2030, decreasing our emissions across council owned buildings, the council's transport fleet, from staff travel and across our major projects.



# Our commitments

Our commitments for how we ensure our council delivers consistently good services and value for money to support our community are set out below. We have also included ideas where you can help. We achieve more when we work well together!



Get better at how we communicate, inform, consult, engage and co-produce with our communities.

## How you can help

- Sign up to stay informed through social media channels, and to receive **eLife** in your inbox.
- Keep up to date on new consultations by registering on our **consultation hub**.
- Get involved in groups by signing up to the **Citizen's Panel**.



Be a digital first council, tackling digital exclusion, and delivering the best customer experience we can within the budget we have.

## How you can help

- Use council services **online** and help your friends and family to do so as well.
- When you contact us, remember we are human too.

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Support and develop our workforce to be confident, well-motivated, and empowered.

## How you can help

- Keep an eye on our **vacancies** and come and work for us.



Support a sustainable financial future for the council through innovation and transformation.

## How you can help

- Keep up to date with how we are **spending your money** and get involved in consultations on the budget.



Make the best use of our assets and other resources to deliver value for money.

## How you can help

- When you need help, think about whether it is a council service you need or something in your community.



Ensure our decision making is transparent, evidence based, and outcome focused.

## How you can help

- **Vote** in local elections.
- Keep up to data on our data and information through our **insight hub**.



Strengthen our strategic partnerships to get the best deal for North Somerset, our residents, and communities.

**Our action plan outlines how we will deliver these commitments and the outcomes you can hold us to account on.**

# Proposed total spending

The council's proposed day-to-day total spending to support the running of the council including provision of customer services in 2024/25 is £75.3m.

■ **£44.6**

for office accommodation and providing 'back office services'

■ **£15.3m**

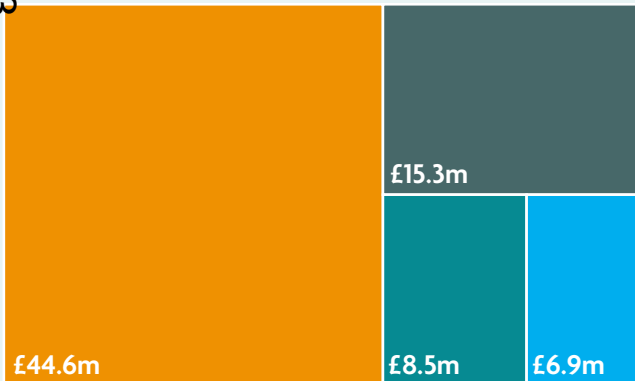
on capital financing and interest receipts

■ **£8.5m**

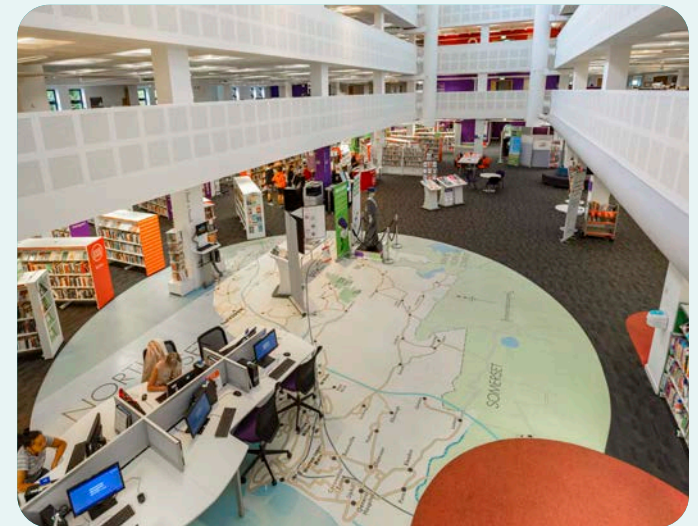
on the costs of running the council

■ **£6.9m**

on parish precepts



We will also invest for the future with an additional £16.5m of capital spend including £5.9m investment in technology to allow us to provide modern, flexible and low carbon ways of working and also £10.6m maintaining and transforming our property estate.





# UN sustainable development goals

As part of this Corporate Plan, we are committed to contributing to these goals and we have linked our action plan to the seventeen goals.

The United Nation sustainable development goals are a plan of action for people, for the planet and for how we prosper together in peace and in partnership.

## People

End poverty and hunger, in all their forms and dimensions, and to ensure that all human beings can fulfil their potential in dignity and equality and in a healthy environment.



## Planet

Protect the planet from degradation, including through sustainable consumption and production, sustainably managing its natural resources and taking urgent action on climate change, so that it can support the needs of the present and future generations.



## Partnership

Work together to achieve these goals locally, regionally, nationally and as part of the wider world. If we realize our ambitions across all goals, the lives of all will be profoundly improved and our world will be transformed for the better.



## Prosperity

Ensure all human beings can enjoy prosperous and fulfilling lives and that economic, social and technological progress occurs in harmony with nature.



## Peace

Foster peaceful, just and inclusive societies which are free from fear and violence. There can be no sustainable development without peace and no peace without sustainable development.



# Equalities framework for local government

As a council we are committed to fairness for all.

To support this we are undertaking a systematic review of our success in relation to equality, diversity and inclusion using the **Equality Framework for Local Government**. It forms a central part of this Corporate Plan, being a key driver for how we will assess our progress against our equality commitments and statutory duties.

The framework has four improvement modules (right), with a number of service categories within each module:

## Understanding and working with your communities

- Analysing and using data
- Collecting and sharing information
- Effective community engagement
- Fostering good community relationships
- Participation in public life

## Diverse and engaged workforce.

- Collecting, analysing and publishing workforce data
- Inclusive strategies and policies
- Health and Well-being
- Learning and development
- Workforce diversity and inclusion

## Leadership, partnership, and organisational commitment

- Performance monitoring and Scrutiny
- Political and officer leadership
- Priorities and partnership working
- Using equality impact assessments

## Responsive services and customer care

- Commissioning and procuring services
- Integration of equality objectives into planned service outcomes
- Service design and delivery

Over this plan period we will assess ourselves against each module to achieve excellence:

Developing

Achieving

Excellent



# Governance and reporting

The council's Executive has strategic oversight of the delivery of the Corporate Plan and the supporting action plan.

Executive members receive updates quarterly on the commitments and actions in their portfolios which are actively reviewed in performance challenge sessions with members of Corporate Leadership team, made up of the Chief Executive and directors.

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The council's scrutiny panels also review and monitor progress against the delivery of the action plan and any risks to achieving those actions, with reports sent quarterly to panel chairs and vice chairs, and topic specific reports brought to **scrutiny panels** as needed.

Corporate Leadership team, oversee the work that delivers against the plan, with their heads of services responsible for the day-to-day operational delivery of the commitments we have made and the actions. They do this through our performance and risk management framework, reviewing progress and any risks on a regular basis. Updates are published quarterly for you to review via a **performance and risk dashboard**.

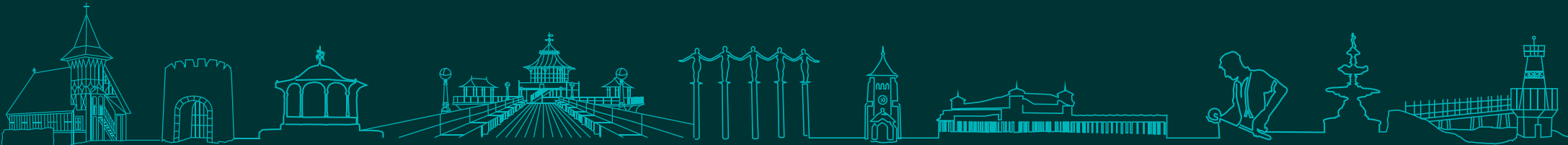




Council documents can be made available in large print, audio, easy read, and other formats. Documents on our website can also be emailed to you as plain text files.

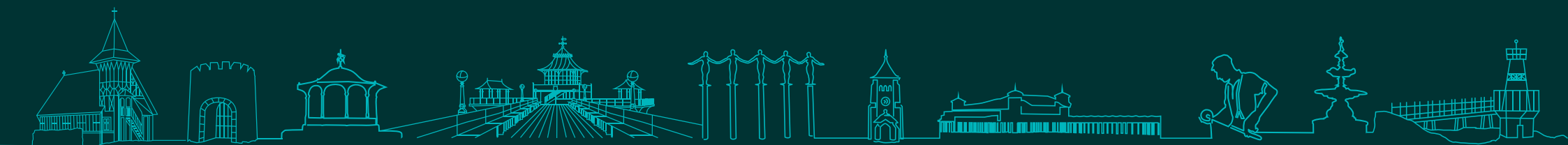
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For more information email:  
**[business.planning@n-somerset.gov.uk](mailto:business.planning@n-somerset.gov.uk)**



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North Somerset  
Page 29 **Corporate Plan**  
**Action Plan**  
2024-2028





# Corporate Plan action plan

During the Corporate Plan engagement, you told us that it was important for you to see clear actions and expected outcomes so you can hold us to account.

## Our ambitions

1. Our children and young people are cared for, safe, supported, and are given equality of opportunity to thrive



2. Our communities are caring, healthy and safe, where people help each other to live well

3. Our towns and villages are thriving and sustainable places to live, work and visit

4. Our council delivers consistently good services and value for money to support our community

This action plan outlines the actions we will take to help achieve our Corporate Plan vision to be open, fair and green.

We have four ambitions and for each of these we have identified a number of commitments. For each commitment there are a series of actions and expected outcomes. These will form our Performance Management Framework for 2024/25 with clear targets against each outcome. We will review this framework annually, and we will **publish updates quarterly** on how we are doing against these actions and outcomes.

We are committed to ensuring we meet our equalities objectives and we have identified which actions are particularly relevant to equality groups (identified by this symbol ) , including where we will set more stretching targets relating to specific groups (identified by this symbol ). As part of our quarterly monitoring, we will review how these actions demonstrate positive outcomes for the relevant equalities groups.

We are also committed to contributing to the **United Nations Sustainable Development Goals** and have shown in this action plan where actions are contributing to the seventeen goals.

VISION

COMMITMENTS

ACTIONS

OUTCOMES



# Our children and young people are cared for, safe, supported, and are given equality of opportunity to thrive

Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p>Ensure families have access to the services they need for the first 1,001 critical days.</p>	<p>Support breastfeeding across our Children's Centres and Health Visiting Services <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>● The joint UNICEF Breast Feeding Initiative Gold accreditation has been maintained.</li> <li>● An increase in breastfeeding prevalence at 6-8 weeks after birth to above the national average in South Weston Children's Centre locality by 2028 (!).</li> <li>● Maintained breastfeeding prevalence at 6-8 weeks above the national average for North and East Children's Centre localities through to 2028.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>
	<p>Give children the best start in life by delivering the actions in the Early Years Strategy focused on the themes of early learning, health and wellbeing, equality and fairness, safeguarding, and sufficiency and quality <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>● An increase in the percentage of children who achieve better than the national average on the Early Years Foundation Stage Profile (EYFSP) from 2024 through to 2028 (!).</li> <li>● A reduction in the EYFSP attainment gap between all pupils and children eligible for free school meals from 2024 through to 2028 (!).</li> <li>● An increase in the percentage of children aged two being seen by Health Visitors for their development check (!).</li> <li>● An increase in the number of providers, children and families using/ attending Five to Thrive service delivery.</li> <li>● Sufficient childcare places across North Somerset to meet demand.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> <li>● No poverty</li> <li>● Zero hunger</li> </ul>
	<p>Review and ensure a full spectrum of interventions corresponding to the identified needs across Children's Centres/ Family Hubs <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>● There is an increase in the number of children that receive early help services year on year to 2028.</li> <li>● There is a decrease in the number of children that receive statutory services year on year to 2028 (!).</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>

Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
Ensure the right service at the right time with a focus on early intervention and support for families and children.	Ensure the interface between Early Help, the Multi Agency Safeguarding Hub and statutory social care services is effective and robust <sup>EO</sup> .	<ul style="list-style-type: none"> <li>● Children's early help assessments identify needs well and plans identify the right outcomes and levels of support needed for children.</li> <li>● Thresholds for intervention are consistently understood and applied.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>
	Deliver the Oral Health Programme including dental pack distribution and supervised toothbrushing schemes <sup>EO</sup> .	<ul style="list-style-type: none"> <li>● An increase in the number of early years settings in the supervised toothbrushing scheme.</li> <li>● An increase in the number of children receiving oral health support at 9-12 months health visitor check.</li> <li>● An increase in the number of children in schools in the most deprived areas receiving a toothbrush pack.</li> <li>● A decrease in the percentage of 5 year olds with experience of visually obvious dental decay by 2028 (!).</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>
	Provide advice and high-quality support around contraception, relationships, testing and treatment for sexually transmitted infections, and pregnancy advice <sup>EO</sup> .	<ul style="list-style-type: none"> <li>● Maintained a low under 18 conception rate (!).</li> <li>● An increase the chlamydia detection rate for those under 25 years by 2028 (!).</li> <li>● Maintained a high number of access locations for emergency hormone contraception provision via Pharmacies and GPs.</li> </ul>	<ul style="list-style-type: none"> <li>● Gender equality</li> <li>● Good health and wellbeing</li> <li>● Partnerships for the goals</li> <li>● Reduced inequalities</li> </ul>
	Implement the transformation programme for home to school transport.	<ul style="list-style-type: none"> <li>● Finalised and implemented an action plan aimed at increasing supported independence and reducing the cost of transport where possible in 2024/25.</li> </ul>	<ul style="list-style-type: none"> <li>● Quality education</li> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>



Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p>Improve our consultation and engagement approach for children and young people to ensure their voices are heard in decisions which affect them.</p>	<p>Engage with and co-design opportunities for young people to be involved in council decision making <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>● Children and young people’s views are given as part of a series of school and social care surveys annually and demonstrably shape services and improvement plans.</li> <li>● An increase in representation on the youth parliament by 2028.</li> <li>● An increase in the number of residents aged under 30 who are part of the citizens’ panel by 2028.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Quality education</li> <li>● Reduced inequalities</li> <li>● Partnerships for goals</li> </ul>
	<p>The voice of the child is heard in their care plans <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>● An increase in the number of children who have a say in their care plans year on year to 2028.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>
	<p>The voice of the child is heard in their Education and Health Care Plans (EHCP) <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>● An increase in the number of children who have a say in their EHCPs year on year to 2028.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>
<p>Reduce the number of children and young people not in education, employment, or training.</p>	<p>Every child in North Somerset regularly attends school or the education setting that is right for them <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>● A decrease in the number of children and young people who are receiving less than 25 hours of education.</li> <li>● A decrease in the number of children and young people with no provision and no placement.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>
	<p>Ensure that all young people are in education, employment, or training and work to develop new and improved pathways for post-16 provision <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>● An increase in the number of apprenticeships offered across the council for young people.</li> <li>● The percentage of young people aged 16-18 not in education, employment or training or status not known has stayed below the national average 2024 through to 2028 (!).</li> <li>● An increase in the percentage of care experienced young people aged 16-18 who are in education, employment or training year on year to 2028.</li> </ul>	<ul style="list-style-type: none"> <li>● Decent work and economic growth</li> <li>● Good health and wellbeing</li> <li>● Quality education</li> <li>● Reduced inequalities</li> </ul>

Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
Support our children in care and care experienced young people to ensure they have equality of opportunity.	Implement the Support and Safeguarding improvement plan to ensure all children in care have a suitable placement and all care experienced children are in suitable accommodation <sup>EO</sup> .	<ul style="list-style-type: none"> <li>● A decrease in the number of unplanned admissions to care year on year to 2028.</li> <li>● An increase in the percentage of children in children cared for in kinship arrangements year on year to 2028.</li> <li>● The number of children in unregistered care arrangements will be zero.</li> <li>● An increase in the percentage of children placed with in house foster carers year on year to 2028.</li> <li>● A decrease in the percentage of children who have had more than three placement moves in year.</li> <li>● The percentage of care leavers aged 19 to 21 in suitable accommodation is always more than 90% year on year.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Quality education</li> <li>● Reduced inequalities</li> </ul>
	Improve health and wellbeing for children in care and care experienced young people <sup>EO</sup> .	<ul style="list-style-type: none"> <li>● The physical and psychological health of children coming into care, children in care and care experienced young people will be improved and maintained.</li> <li>● An increase in the percentage of children in care with health checks up to date year on year to 2028.</li> <li>● An increase in the percentage of children in care with dental checks up to date year on year to 2028.</li> <li>● An increase in the percentage of children in care who have good emotional wellbeing year on year to 2028 as reported by children and young people.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>
	Ensure that the children in the Virtual School attend school regularly and that Personalised Education Plans targets are clear and regularly reviewed <sup>EO</sup> .	<ul style="list-style-type: none"> <li>● The school attendance and exclusion rates for children with an open social care referral is no different to that of all children by 2028.</li> <li>● There are no children in care without a school placement.</li> <li>● A decrease in the attainment gap between all pupils and children in care and care experienced pupils across the key stages from 2024 through to 2028.</li> <li>● An increase in the percentage of care experienced young people aged 19 to 21 in education, employment, or training year on year by 2028.</li> </ul>	<ul style="list-style-type: none"> <li>● Quality education</li> <li>● Reduced inequalities</li> </ul>

Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p>Support our children in care and care experienced young people to ensure they have equality of opportunity. (cont)</p>	<p>Provide opportunities for children in care and care leavers to have easy access to services and facilities <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>● All children in care and care experienced young people have free gym membership.</li> <li>● Children in care and care experienced young people receive <b>free bus travel</b> through 2024/25.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>
<p>Improve educational attainment and narrow the gap for our most disadvantaged children and young people across all key stages.</p>	<p>Understand and respond to the data on educational outcomes in North Somerset to close the attainment gap for disadvantaged learners <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>● An increase in the percentage of children who achieve a good level of development year on year by 2028 (!).</li> <li>● An increase in the percentage of children achieving the expected standard in reading, writing and maths year on year by 2028 (!).</li> <li>● An increase in the percentage of children achieving the expected standard in reading, writing and maths at key stage two year on year by 2028 (!).</li> <li>● An increase in the percentage of children achieving the attainment 8 measure of average achievement year on year by 2028 (!).</li> <li>● A decrease in the attainment gap between all pupils and children who are eligible for free school meals year on year across the key stages from 2024 through to 2028 (!).</li> </ul>	<ul style="list-style-type: none"> <li>● Decent work and economic growth</li> <li>● Good health and wellbeing</li> <li>● Quality education</li> <li>● Reduced inequalities</li> </ul>
<p>Enable opportunities for children, young people and their families to be physically active and social in local communities and have access to a healthy and balanced diet.</p>	<p>Increase participation in physical and social activity including supporting community led schemes, play park initiatives, and the healthy lifestyles advisors scheme <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>● An increase in weight management support to residents via the healthy lifestyles advisors scheme (!).</li> <li>● An increase in the usage of rights of way.</li> <li>● A decrease in the prevalence of physically inactive children and young people by 2028 (!).</li> <li>● A decrease in the prevalence of physically inactive adults to by 2028 (!).</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● No poverty</li> <li>● Partnerships for the goals</li> <li>● Reduced inequalities</li> <li>● Zero hunger</li> </ul>



Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p>Enable opportunities for children, young people and their families to be physically active and social in local communities and have access to a healthy and balanced diet. (cont)</p>	<p>Ensure people have access to active travel choices as set out in the <a href="#">active travel strategy and action plans</a> inc. 20mph zones, active travel network, first and last mile, liveable neighbourhoods, rural lanes, safer active routes to schools, and transport behaviour change.</p>	<ul style="list-style-type: none"> <li>Delivered the Active Travel Fund 4 funding programme which has enabled active travel improvements.</li> <li>An increase in the percentage of adults who walk and cycle for work and for leisure (!).</li> </ul>	<ul style="list-style-type: none"> <li>Good health and wellbeing</li> <li>Partnerships for the goals</li> <li>Reduced inequalities</li> </ul>
	<p>Implement the Healthy Early Years settings programme to improve outcomes regarding food, nutrition, and oral health <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>A decrease in the prevalence of unhealthy weight in reception-aged children (!).</li> <li>An increase in the proportion of children consuming five pieces of fruit and vegetables a day (!).</li> <li>An increase in the provision and uptake of infant feeding, oral health and food, nutrition and healthy eating training in wider early years settings (!).</li> </ul>	<ul style="list-style-type: none"> <li>Good health and wellbeing</li> <li>Reduced inequalities</li> <li>Partnerships for the goals</li> </ul>
<p>Work with partners to support our children and young people to have good mental health and wellbeing.</p>	<p>Enable and support children and young people to have the best possible mental health and wellbeing and to live well in their communities, by delivery of the actions in the Mental Health Strategy <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>A decrease in the prevalence of school pupils with social, emotional and mental health need to be line with, or lower than, the England average by 2028.</li> <li>A decrease in the rate of hospital admission as a result of self-harm among children and young people aged 10-24 years by 2028 (!).</li> </ul>	<ul style="list-style-type: none"> <li>Good health and wellbeing</li> <li>Partnerships for the goals</li> <li>Reduced inequalities</li> </ul>
<p>Support young people through their pathways to adulthood to maximise their independence and ensure they can live well.</p>	<p>Develop a 'pathways to adulthood strategy' to support young people and their families to plan and prepare for the young person's journey to adulthood <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>All known younger people who may require services in adulthood are referred at age fourteen years.</li> <li>All special education needs and disability annual reviews from year nine have a pathway to adulthood focus.</li> </ul>	<ul style="list-style-type: none"> <li>Good health and wellbeing</li> <li>Quality education</li> <li>Reduced inequalities</li> </ul>




Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p>Achieve positive outcomes under the children's support and safeguarding and SEND inspection frameworks, evidencing how we will continue to embed and sustain improvements.</p>	<p>Implement the children's support and safeguarding improvement plan.</p>	<ul style="list-style-type: none"> <li>● Children will only be brought into care when all other options have been exhausted, such as placements with connected people.</li> <li>● Children, young people, and families will experience social work practice of consistently high quality as evidenced by case audits.</li> <li>● Assessments and plans for children ensure that purposeful work takes place to ensure children are safe and drift is prevented, as evidenced by timeliness and quality of assessments.</li> <li>● An increase in the percentage of child in care, child protection, and child in need plan statutory visits within timescales and to good quality year on year to 2028.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Quality education</li> <li>● Reduced inequalities</li> </ul>
	<p>Implement the special education needs and disability (SEND) improvement plan and overarching <a href="#">strategy</a>.</p>	<ul style="list-style-type: none"> <li>● A decrease in the number of complaints received year on year to 2028.</li> <li>● An increase in the timeliness of special education needs and disability assessments year on year to 2028.</li> <li>● An increase in the number of Education and Healthcare Plans issued within 20 weeks year on year to 2028.</li> <li>● An increase the number of children with social, emotional and mental health need and autism spectrum disorder in mainstream school provision year on year to 2028.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Quality education</li> <li>● Reduced inequalities</li> </ul>
	<p>Children and young people with a special educational need or disability receive the care and support they need to thrive in a mainstream setting – or specialist setting where needed</p>	<ul style="list-style-type: none"> <li>● A decrease in the attainment gap between all pupils and children with special education needs and disability year on year across the key stages from 2024 through to 2028.</li> <li>● An increase in the provision of Nurture Groups by 2025.</li> </ul>	<ul style="list-style-type: none"> <li>● Quality education</li> <li>● Reduced inequalities</li> </ul>

# Our communities are caring, healthy and safe, where people help each other to live well:


Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p>Ensure more good quality, energy efficient, affordable homes are available for residents to rent or buy through partnership working.</p>	<p>Deliver more affordable homes, improve and make the best use of existing homes, and provide solution to support those in housing need by delivering the actions in the <a href="#">North Somerset Housing Strategy</a> <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>● More affordable homes delivered between 2024 and 2028.</li> <li>● An increase in new homes on council-owned land, including affordable homes.</li> <li>● An increase in the number of homes improved through local authority intervention.</li> <li>● A decrease in the number of empty properties year on year.</li> <li>● A decrease in homelessness by increasing prevention work.</li> </ul>	<ul style="list-style-type: none"> <li>● Industry, innovation and infrastructure</li> <li>● Partnerships for the goals</li> <li>● Responsible consumption and production</li> <li>● Sustainable communities and cities</li> </ul>
	<p>Undertake a review the role of the council in housing delivery and ensure it is meeting the needs of communities.</p>	<ul style="list-style-type: none"> <li>● An increase in the provision of specialist and supported housing across North Somerset by 2028, informed by a robust understanding of the needs of our residents.</li> </ul>	<ul style="list-style-type: none"> <li>● Industry, innovation and infrastructure</li> <li>● Partnerships for the goals</li> <li>● Responsible consumption and production</li> <li>● Sustainable communities and cities</li> </ul>



Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p>Work with people who have care and support needs and their carers so they remain safe, supported and well.</p>	<p>Support people who need care and support through information, advice and guidance, assessments and reviews <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>● The social care related quality of life score continues to be better than the national average year on year to 2028 (!).</li> <li>● The proportion of people who use services who have control over their daily life is better than the national average by 2028 (!).</li> <li>● An increase in the proportion of section 42 safeguarding enquiries where a risk was identified, and the reported outcome was that this risk was reduced or removed by 2028 (!).</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>
	<p>Ensure we identify, recognise, and value carers by delivering the actions in the Carers Strategy <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>● Carer reported quality of life score is better than the national average by 2028 (!).</li> <li>● All new carers are offered an assessment and all known carers offered reviews year on year to 2028.</li> <li>● The percentage of adult carers who have as much social contact as they would like (18+ yrs) is better than the national average by 2028 (!).</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>
<p>Work with partners to maximise access to low level preventative mental health support and secondary mental health care when residents need it.</p>	<p>Enable and support people to have the best possible mental health and wellbeing and to live well in their communities, by delivering the actions in the Mental Health Strategy <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>● A decrease in the prevalence of depression.</li> <li>● Wellbeing scores to be in line with or more positive than the England average by 2028.</li> <li>● A narrowing of the gap in premature mortality between people with serious mental illness and the general population by 2028.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Partnerships for the goals</li> <li>● Reduced inequalities</li> </ul>



Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p>Work together with our NHS system partners to enable people to stay well, safe, and independent at home for longer.</p>	<p>Enable people to stay well, safe and at home for longer and provide the right care at the right place in the right time by delivering the actions in the Better Care Fund Plan .</p>	<ul style="list-style-type: none"> <li>● An increase in the number of people accessing social care discharged from acute hospitals who return to their normal place of residence which is then maintained year on year to 2028.</li> <li>● An increase in the older people will remain at home 91 days after discharge from an acute hospital which is then maintained year on year to 2028.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Partnerships for the goals</li> <li>● Reduced inequalities</li> </ul>
	<p>Enable opportunities for older adults to build strength, improve balance and minimise sedentary time which will reduce the chance of frailty, falls and fractures .</p>	<ul style="list-style-type: none"> <li>● An increase in opportunities for older adults to participate in physical activity (!).</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> </ul>
<p>Enable people to maximise their independence, through a focus on empowering communities, information and advice, early intervention and technology enabled care.</p>	<p>Engage with and empower our communities to be connected, cohesive and resilient .</p>	<ul style="list-style-type: none"> <li>● A refreshed Community Engagement and Empowerment Strategy and action plan by the end of 2024.</li> <li>● An increase in membership of <b>North Somerset Together</b> as our key strategic community partnership forum.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Partnerships for the goals</li> <li>● Reduced inequalities</li> </ul>



Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p>Enable people to maximise their independence, through a focus on empowering communities, information and advice, early intervention and technology enabled care. (cont)</p>	<p>Make the best use of Technology Enabled Care (TEC) by delivering the actions in the TEC Strategy <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>● An increase in the number of care home residents receiving a TEC device.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Industry, innovation and infrastructure</li> <li>● Partnerships for the goals</li> <li>● Reduced inequalities</li> </ul>
	<p>Expand the reablement service <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>● An increase in the number of people assessed and provided with reablement.</li> <li>● An increase in the number of people whose care needs reduce as a result of reablement.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>
	<p>Develop and deliver the wellness service <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>● An increase in the numbers of residents accessing the wellness service.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>
	<p>Review and refresh North Somerset council information sources and Better Health website to improve the provision of information and advice.</p>	<ul style="list-style-type: none"> <li>● An increase in usage of the Better Health North Somerset website and related tools.</li> <li>● An increase in the proportion of people who use care services who find it easy to find information year on year to 2028.</li> <li>● An increase in the proportion of carers who find it easy to find information about support year on year to 2028.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>
<p>Enable communities to develop personal and community resilience and a proactive approach to their health and wellbeing.</p>	<p>Refresh the Joint <b>Health and Wellbeing Strategy</b> to deliver on improved health outcomes for all residents.</p>	<ul style="list-style-type: none"> <li>● A refreshed strategy in early 2024/25 and an action plan developed for delivery until 2028.</li> <li>● A series of health and wellbeing community grant funded projects delivered year on year with identified outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> <li>● Partnerships for the goals</li> </ul>

Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p><i>Enable communities to develop personal and community resilience and a proactive approach to their health and wellbeing.(cont)</i></p>	<p>Support hospital discharge flows .</p>	<ul style="list-style-type: none"> <li>● A decrease in the number of residents admitted to an acute hospital due to a fall.</li> <li>● A decrease in the number of people going from hospital to a long term nursing or residential placement.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> </ul>
	<p>Improve active and sustainable travel choices and promote use.</p>	<ul style="list-style-type: none"> <li>● An increase in electric vehicles charging points.</li> <li>● An increase in walking and cycling routes.</li> <li>● An increase in bus use.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Industry, innovation and infrastructure</li> <li>● Partnerships for the goals</li> <li>● Sustainable communities and cities</li> </ul>
	<p>Co-developed resources and a support package to raise awareness, reduce uptake and support the cessation of vaping and smoking.</p>	<ul style="list-style-type: none"> <li>● An increase in the provision of “No Proof of Age, No Sale” training to retailers to prevent under-age sales of tobacco and vapes.</li> <li>● A decrease in the percentage of smokers by 2028 (!).</li> <li>● A decrease in the gap between the percentage of all smokers in North Somerset and those in IMD decile 1 areas by 2028 (!).</li> <li>● A decrease in the prevalence of smokers aged under 18 years (!).</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Partnerships for the goals</li> <li>● Reduced inequalities</li> <li>●</li> </ul>
	<p>Ensure residents are well prepared for emergency incidents and disasters.</p>	<ul style="list-style-type: none"> <li>● An increase in the number of community resilience plans.</li> <li>● An increase in the number of community resilience volunteers.</li> <li>● An increase in activity to support flood resilience including awareness of flood warnings.</li> </ul>	<ul style="list-style-type: none"> <li>● Reduced inequalities</li> <li>● Partnerships for the goals</li> </ul>

Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p>Work compassionately with our communities to understand and reduce inequalities by providing opportunities for support to build strengths and meet needs.</p>	<p>Develop area based action groups to support our two most challenged wards – Central and South in Weston-super-Mare .</p>	<ul style="list-style-type: none"> <li>● An area based action plan developed for Central ward in Weston-super-Mare.</li> <li>● An area based action plan developed for South ward in Weston-super-Mare.</li> <li>● Delivery of stretch targets within this action plan between 2024-2028 to show the impact of this work across identified areas of the Corporate Plan.</li> </ul>	<ul style="list-style-type: none"> <li>● Decent work and economic growth</li> <li>● Gender equality</li> <li>● Good health and wellbeing</li> <li>● No poverty</li> <li>● Partnerships for the goals</li> <li>● Peace, justice and strong institutions</li> <li>● Quality education</li> <li>● Reduced inequalities</li> <li>● Zero hunger</li> </ul>
	<p>Revise our approach to focused community engagement to strengthen local voice, particularly groups who are more marginalised .</p>	<ul style="list-style-type: none"> <li>● An increase in qualitative and quantitative data which demonstrates how we have reduced inequalities in experience and outcomes for different population groups, including telling stories of people's experiences as well as statistical trends.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Partnerships for the goals</li> <li>● Peace, justice and strong institutions</li> <li>● Reduced inequalities</li> </ul>



Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
Enable our residents have good access to leisure, libraries, safe and open spaces, and the natural environment to support their health and wellbeing.	Provide support for reading, literacy and culture, digital information and skills, and accessible community places by delivering the actions in in the <a href="#">Libraries Strategy</a> <sup>EO</sup> .	<ul style="list-style-type: none"> <li>● Implemented a new Library Management System and communicated benefits/changes to residents in 2024/25</li> <li>● Library catalogue is more accessible and provides an improved user experience, including for people with disabilities.</li> <li>● A replacement Library Outreach Vehicle secured and increased number of library outreach events for residents in rural locations by 2028.</li> <li>● A programme of activities in support of the Health and Wellbeing Strategy.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Quality education</li> <li>● Reduced inequalities</li> </ul>
	Increase participation in physical activity across the life course, ensuring a focus on active places, active communities, healthy people, partnerships and working together.	<ul style="list-style-type: none"> <li>● An increase in the number of North Somerset Health Walks scheme across North Somerset.</li> <li>● An increase in adults taking up green social prescribing activities.</li> <li>● An increase in community garden schemes and provision of allotments</li> <li>● Re-designed Get Active scheme, ensuring that people on low incomes are able to access discounts to leisure centres and are supported to get active (!).</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Sustainable cities and communities</li> </ul>
	Protect and enhance the Green Infrastructure network within North Somerset by delivering the actions in the <a href="#">Green Infrastructure Strategy</a> .	<ul style="list-style-type: none"> <li>● Achieved Green Flags in 2024/25 and maintained to 2028.</li> <li>● An increase in the number of green social prescribing projects for local communities.</li> <li>● An increase in the number of trees and shrubs planted year on year to 2028.</li> <li>● Delivery of the ash dieback action plan.</li> </ul>	<ul style="list-style-type: none"> <li>● Climate action</li> <li>● Life on land</li> <li>● Sustainable cities and communities</li> </ul>
	Manage local flood risk by delivering the actions in the <a href="#">Flood Risk Management Strategy</a> .	<ul style="list-style-type: none"> <li>● Complete phase three of Clevedon sea defence repair programme.</li> <li>● An increase in the number of properties where property level flood resilience is delivered.</li> <li>● An increase in the number of Flood Action Groups.</li> </ul>	<ul style="list-style-type: none"> <li>● Clean water and sanitation</li> <li>● Life below water</li> <li>● Sustainable cities and communities</li> </ul>
	Deliver the parks and open spaces maintenance activities from the Parks and Street Scene Contract.	<ul style="list-style-type: none"> <li>● Delivery of all key maintenance tasks including litter bin emptying, grass cutting, hedge maintenance.</li> <li>● Ensured priorities of tree risk management plan are delivered.</li> <li>● Maintained sports pitches to correct standard.</li> <li>● Maintained rewilded tall grass to increase biodiversity.</li> <li>● Provision of annual plants for community groups each summer until 2027.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Life on land</li> <li>● Sustainable cities and communities</li> </ul>

Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
Strengthen our collaboration and co-production with Town and Parish Councils, the voluntary and the community sector to ensure we work well together for the benefits of our residents.	Support the Voluntary, Community, Faith and Social Enterprise sector by co-producing a joint VCFSE strategy and implement the action plan to support the sector.	<ul style="list-style-type: none"> <li>● Co-produced strategy and action plan by the end of 2024.</li> </ul>	<ul style="list-style-type: none"> <li>● Partnerships for the goals</li> <li>● Reduced inequalities</li> </ul>
	Empower and enable our communities by refreshing the Empowering Communities Strategy to include community engagement and implement the action plan. 	<ul style="list-style-type: none"> <li>● Refreshed strategy and action plan by the end of 2024.</li> <li>● Maintain the number of community living rooms project funded in 2024 and 2025.</li> <li>● Delivery of Shared Prosperity Fund community grants programme and Rural Prosperity Fund community grants in 2024.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Partnerships for the goals</li> <li>● Reduced inequalities</li> </ul>
	Explore the drivers of Food Inequalities via a strategy and action plan including the launch of a food community grants programme 	<ul style="list-style-type: none"> <li>● Co-produced Food Inequalities Strategy and action plan by the end of 2024.</li> <li>● Delivery of the food community grants programme in 2024/25.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● No poverty</li> <li>● Reduced inequalities</li> <li>● Zero hunger</li> </ul>
Achieve a positive outcome under the Care Quality Commission inspection framework, evidencing our strengths and development plans.	Implement the actions in the Care Quality Commission improvement plan.	<ul style="list-style-type: none"> <li>● A reduction in the number of people requiring allocation to a social worker as evidenced by a decrease in waiting lists..</li> <li>● An increase in good experiences of people who contact Adult Social Services and Housing Solutions through more compliments than complaints.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> <li>● Partnerships for the goals</li> </ul>

# Our towns and villages are thriving and sustainable places to live, work and visit:

Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p>Deliver the 2024-2028 elements of the Climate Emergency Strategy and action plan and progress towards net zero by 2030.</p> <p><a href="https://www.n-somerset.gov.uk">North Somerset Council Climate Emergency Action Plan (n-somerset.gov.uk)</a></p>	<p>Become a net zero carbon council.</p>	<ul style="list-style-type: none"> <li>● A decrease in the emissions created by North Somerset Council, specifically:                             <ul style="list-style-type: none"> <li>• emissions from council-owned buildings</li> <li>• emissions from council transport fleet</li> <li>• emissions from staff travel</li> </ul> </li> <li>● A decrease in emissions from major projects by continuing to use PAS2080 standard for measuring carbon emissions for construction and infrastructure and ensure consistent method across all capital projects.</li> </ul>	<ul style="list-style-type: none"> <li>● Climate action</li> <li>● Good health and wellbeing</li> <li>● Life below water</li> <li>● Life on land</li> <li>● Responsible consumption and production</li> <li>● Sustainable cities and communities</li> </ul>
	<p>Decarbonise transport.</p>	<ul style="list-style-type: none"> <li>● A decrease in total distance travelled by car by 25% by 2030 inc.                             <ul style="list-style-type: none"> <li>• developing and securing funding for projects to grow the walking and cycling network</li> <li>• residents feel enabled and encouraged to consider their transport choices</li> </ul> </li> <li>● An increase in electric vehicle charging points.</li> </ul>	<ul style="list-style-type: none"> <li>● Climate action</li> <li>● Good health and wellbeing</li> <li>● Life on land</li> <li>● Reduced inequalities</li> <li>● Partnerships for the goals</li> </ul>
	<p>Decarbonise the built environment.</p>	<ul style="list-style-type: none"> <li>● Finalised and adopt the Local Plan 2038 with climate change as a high priority focus.</li> <li>● Delivered the energy efficiency and climate change aims of the North Somerset Housing Strategy.</li> <li>● An increase take-up of initiatives to reduce carbon emissions from existing domestic and community properties.</li> </ul>	<ul style="list-style-type: none"> <li>● Climate action</li> <li>● Industry, innovation and infrastructure</li> <li>● Responsible consumption and production</li> <li>● Sustainable cities and communities</li> </ul>

Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p><i>Deliver the 2024-2028 elements of the climate emergency strategy and action plan and progress towards net zero by 2030. (cont)</i></p>	<p>Decarbonise industry and provide low carbon skills opportunities.</p>	<ul style="list-style-type: none"> <li>● Increase take-up of initiatives to reduce carbon emissions from existing commercial properties and businesses.</li> <li>● Increase the number of businesses active in the green economy or creating new net zero premises.</li> </ul>	<ul style="list-style-type: none"> <li>● Climate action</li> <li>● Industry, innovation and infrastructure</li> <li>● Partnerships for the goals</li> <li>● Sustainable cities and communities</li> </ul>
	<p>Develop and deliver an adaptation strategy.</p>	<ul style="list-style-type: none"> <li>● An increase in the activity and policy that boost the resilience of North Somerset to climate change.</li> <li>● An increase in our carbon stores through increased tree planting and land management.</li> </ul>	<ul style="list-style-type: none"> <li>● Climate action</li> <li>● Partnerships for the goals</li> <li>● Responsible consumption and production</li> <li>● Sustainable communities</li> </ul>
	<p>Better manage our resources and waste by delivering the actions in the <b>Recycling and Waste Management Strategy</b>.</p>	<ul style="list-style-type: none"> <li>● A reduction in residual waste (waste that is not recycled or reused).</li> <li>● An increased recycling rate.</li> </ul>	<ul style="list-style-type: none"> <li>● Climate action</li> <li>● Clean water and sanitation</li> <li>● Sustainable cities and communities</li> <li>● Responsible consumption and production</li> </ul>
	<p>Replenish our carbon stores by delivering the actions in the <b>Green Infrastructure Strategy</b>.</p>	<ul style="list-style-type: none"> <li>● An increase in more trees planted and introduces tall grass management of open spaces.</li> <li>● An increase in identification of more areas of council land for re-wilding/management for biodiversity.</li> </ul>	<ul style="list-style-type: none"> <li>● Climate action</li> <li>● Clean water and sanitation</li> <li>● Life on land</li> </ul>
	<p>Support the increase of renewable energy generation.</p>	<ul style="list-style-type: none"> <li>● Finalised and adopt the Local Plan to 2038 with renewable energy as a high priority focus.</li> <li>● Increase the delivery of renewable energy on North Somerset land and buildings.</li> <li>● An increase in the take-up of renewable energy initiatives by North Somerset residents.</li> </ul>	<ul style="list-style-type: none"> <li>● Affordable and clean energy</li> <li>● Climate action</li> <li>● Responsible consumption and production</li> </ul>



Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p>Protect our natural environment and encourage biodiversity.</p>	<p>Ensure Biodiversity Net Gain (BNG) and nature recovery.</p>	<ul style="list-style-type: none"> <li>● Ensured BNG is delivered for all relevant Planning Applications.</li> <li>● Increased the number of offsite units for BNG mitigation for development.</li> <li>● Increased the number of trees and shrubs planted.</li> <li>● Adopted a Local Nature Recovery Strategy.</li> </ul>	<ul style="list-style-type: none"> <li>● Climate action</li> <li>● Life below water</li> <li>● Life on land</li> <li>● Partnerships for the goals</li> </ul>
<p>Support our residents to have access to and the skills for good quality jobs that provide a decent income.</p>	<p>Support sustainable growth in the economy and jobs across North Somerset</p>	<ul style="list-style-type: none"> <li>● An increase in inward investment projects in North Somerset.</li> <li>● An increase in the number of jobs created through inwards investment in North Somerset.</li> </ul>	<ul style="list-style-type: none"> <li>● Decent work and economic growth</li> <li>● Industry, innovation and infrastructure</li> <li>● Reduced inequalities</li> <li>● Responsible consumption and production</li> <li>● Sustainable cities and communities</li> </ul>

Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p>Support our residents to have access to and the skills for good quality jobs that provide a decent income. (cont)</p>	<p>Deliver the <b>Shared Prosperity Fund</b> and agree exit strategy.</p>	<ul style="list-style-type: none"> <li>● An increase in the number of new businesses created.</li> <li>● An increase in the number of properties in the town centres retaining existing occupants or being newly occupied.</li> <li>● An increase in the number of residents supported with employment and skills development and lifelong learning.</li> <li>● An increase in annual carbon savings for local businesses and business becoming carbon literate.</li> <li>● An increase in the number entrepreneurs and businesses provided with a range of pre-start, early growth, and business sustainability support.</li> <li>● An increase in the number of households taking up energy efficiency measures.</li> </ul>	<ul style="list-style-type: none"> <li>● Decent work and economic growth</li> <li>● Partnerships for the goals</li> <li>● Reduced inequalities</li> </ul>
	<p>Deliver the <b>Rural Prosperity Fund</b> to support rural business.</p>	<ul style="list-style-type: none"> <li>● An increase in the number of rural businesses to benefit from the creation and safeguarding of jobs.</li> </ul>	<ul style="list-style-type: none"> <li>● Decent work and economic growth</li> <li>● Reduced inequalities</li> </ul>
<p>Deliver large-scale projects that improve the infrastructure and sustainability of North Somerset.</p>	<p>Deliver Barnwell Bypass.</p>	<ul style="list-style-type: none"> <li>● Design and build of Banwell bypass and associated flood mitigation, local online improvements, and utility upgrades.</li> <li>● A decrease in traffic through the village of Banwell.</li> </ul>	<ul style="list-style-type: none"> <li>● Industry, innovation and infrastructure</li> <li>● Sustainable cities and communities</li> </ul>
	<p>Deliver Metrowest.</p>	<ul style="list-style-type: none"> <li>● Re-opened the Portishead rail line with stations at Portishead and Pill.</li> <li>● To contribute to a reduction in the overall environmental impact of the transport network.</li> </ul>	<ul style="list-style-type: none"> <li>● Industry, innovation and infrastructure</li> <li>● Sustainable cities and communities</li> </ul>
	<p>Deliver A38 Major Road Network</p>	<ul style="list-style-type: none"> <li>● Additional capacity and improved active travel infrastructure improvements to the A38 major highway corridor through the provision of six scheme elements.</li> </ul>	<ul style="list-style-type: none"> <li>● Industry, innovation and infrastructure</li> <li>● Sustainable cities and communities</li> </ul>

Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<i>Deliver large-scale projects that improve the infrastructure and sustainability of North Somerset. (cont)</i>	Deliver Winterstoke Road Bridge Replacement.	<ul style="list-style-type: none"> <li>● Designed for 120 year lifespan to meet NSC standards and provide a more robust key network route for diversions when required.</li> <li>● Sustainability classification of Civil Engineering Environmental Quality Assessment &amp; Award Excellent.</li> </ul>	<ul style="list-style-type: none"> <li>● Industry, innovation and infrastructure</li> <li>● Sustainable cities and communities</li> </ul>
Secure the adoption of a robust and deliverable Local Plan to ensure sustainable development that meets the needs of our local communities and local businesses.	Adopt a <b>Local Plan</b> .	<ul style="list-style-type: none"> <li>● By 31 December 2023 agree final draft plan and commence consultation.</li> <li>● By 31 May 2024 submit draft plan for independent examination.</li> <li>● By 31 May 2025 complete independent examination.</li> <li>● By 30 August 2025 adopt Local Plan.</li> </ul>	<ul style="list-style-type: none"> <li>● Industry, innovation and infrastructure</li> <li>● Sustainable cities and communities</li> </ul>
	Secure at least a five year housing supply.	<ul style="list-style-type: none"> <li>● Land has been identified to secure the delivery of the required number of dwellings within North Somerset between 2024-2039.</li> </ul>	<ul style="list-style-type: none"> <li>● Industry, innovation and infrastructure</li> <li>● Sustainable cities and communities</li> </ul>
	Ensure facilitation and delivery of employment sites and infrastructure to contribute to sustainable communities.	<ul style="list-style-type: none"> <li>● Land has been identified for business purposes across North Somerset to meet needs and aspirations across a range of economic sectors over the plan period, to contribute to sustainable patterns of development and commuting, and to provide a range of local employment opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>● Decent work and economic growth</li> <li>● Industry, innovation and infrastructure</li> <li>● Sustainable cities and communities</li> </ul>

Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p>Enable the continued revitalisation of our towns and villages, making North Somerset a great place to live, trade well, work and visit.</p>	<p>In partnership with local communities and businesses deliver Weston <b>Placemaking Strategy</b> inc. the Levelling up Fund (LUF).</p>	<ul style="list-style-type: none"> <li>● Completed the programme of Levelling up Fund capital investments by 31st March 2026., to include improvements to Birnbeck Pier, the Tropicana, Marine Lake, The Sovereign and high street, Grove Park, and wayfinding.</li> <li>● Through delivery of the LUF capital interventions, improve outcomes for residents of Weston, including:               <ul style="list-style-type: none"> <li>• An increase in new jobs created by the end of 2028.</li> <li>• An increase in footfall in the town year on year to 2028.</li> <li>• An increase in spend in the town year on year to 2028.</li> <li>• A decrease in the percentage of vacant retail premises year on year to 2028.</li> <li>• An increase in events held on council owned land year on year to 2028.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● Decent work and economic growth</li> <li>● Industry, innovation and infrastructure</li> <li>● Partnerships for the goals</li> <li>● Reduced inequalities</li> <li>● Sustainable cities and communities</li> </ul>
	<p>In partnership with local communities, adopt and deliver placemaking strategies for Clevedon, Nailsea and Portishead.</p>	<ul style="list-style-type: none"> <li>● Adoption of placemaking strategies for each town by March 2026.</li> <li>● A decrease in the percentage of vacant retail premises year on year to 2028.</li> <li>● An increase in community events year on year to 2028.</li> </ul>	<ul style="list-style-type: none"> <li>● Decent work and economic growth</li> <li>● Industry, innovation and infrastructure</li> <li>● Partnerships for the goals</li> <li>● Reduced inequalities</li> <li>● Sustainable cities and communities</li> </ul>
	<p>In partnership with local communities, adopt and deliver a co-produced Rural Strategy.</p>	<ul style="list-style-type: none"> <li>● A Rural Strategy and action plan is developed and implemented with a series of focused actions that are aimed to support rural communities across the Corporate Plan ambitions for 2024 through to 2028.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Decent work and economic growth</li> <li>● Industry, innovation and infrastructure</li> <li>● Partnerships for the goals</li> <li>● Sustainable cities and communities</li> </ul>






Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p><i>Enable the continued revitalisation of our towns and villages, making North Somerset a great place to live, trade well, work and visit. (cont)</i></p>	<p>Ensure business are trading well and being safe.</p>	<ul style="list-style-type: none"> <li>● Responded to an increase in requests for compliance advice from local businesses.</li> <li>● Carried out routine inspections of licenced trading premises to verify compliance and allow corrective advice and support to be provided.</li> <li>● Achieved target of the food inspection intervention plan to ensure compliant food businesses achieved.</li> </ul>	<ul style="list-style-type: none"> <li>● Decent work and economic growth</li> <li>● Good health and wellbeing</li> </ul>
	<p>There is sufficiency of school placements by delivering the actions in the <b>Education Commissioning Strategy</b>.</p>	<ul style="list-style-type: none"> <li>● All children have a suitable school place.</li> </ul>	<ul style="list-style-type: none"> <li>● Quality education</li> </ul>

Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p>Work with communities to ensure our towns and villages are clean, resilient, and safe for everyone.</p>	<p>Increase recycling and reduce waste, improve street cleaning and enforcement by delivering the actions in the <b>Recycling and Waste Management Strategy</b>.</p>	<ul style="list-style-type: none"> <li>● A reduction in residual waste and an increased recycling rate.</li> <li>● Reviewed and update recycling facilities at all flat blocks and continue to introduce food waste collections.</li> <li>● Expanded the commercial waste service to serve more businesses, schools, and events in North Somerset each year.</li> <li>● Tackled incidents of litter and fly-tipping in North Somerset through improved reporting, increasing education, and enforcement activities.</li> <li>● Improved appearance of our streets and open spaces.</li> </ul>	<ul style="list-style-type: none"> <li>● Climate action</li> <li>● Clean water and sanitation</li> <li>● Responsible consumption and production</li> <li>● Sustainable cities and communities</li> </ul>
	<p>Reduce crime and anti-social behaviour by delivering the actions in the <b>Community Safety Partnership Plan</b>. Including the North Somerset Evening and Night-time Economy Delivery Plan, the Violence Reduction Unit Response Strategy, the Hate Crime Strategy, the Anti-Social Behaviour Strategy, the Domestic Abuse Strategy and Public Space Protection Orders <sup>EO</sup>.</p>	<ul style="list-style-type: none"> <li>● A year on year reduction in overall crime and anti-social behaviour (!).</li> <li>● A year on year reduction in Evening and Night-time Economy crime and disorder, hate crime incidents, offences for youth serious violence and knife crime, first time entrants to the youth justice system, and violence against women and girls in public spaces (!).</li> <li>● A year on year increase in the use of local authority tools and powers to tackle Anti-Social Behaviour.</li> <li>● Implementation of newly updated Public Space Protection Order and monitoring of its impact.</li> </ul>	<ul style="list-style-type: none"> <li>● Peace, justice and strong institutions</li> <li>● Quality education</li> <li>● Reduced inequalities</li> <li>● Sustainable cities and communities</li> </ul>
	<p>Manage local flood risk by delivering the actions in the <b>Flood Risk Management Strategy</b>.</p>	<ul style="list-style-type: none"> <li>● Complete phase three of Clevedon sea defence repair programme.</li> <li>● An increase the number of properties where property level flood resilience is delivered.</li> <li>● An increase in Flood Action Groups.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> <li>● Sustainable cities and communities</li> </ul>



Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
Continue to invest in our highways and transport network to connect places and communities.	Continue to invest in our highways and transport network to connect places and communities.	<ul style="list-style-type: none"> <li>Delivered the <b>Highway Asset Management Strategy</b> to ensure highways, footways and cycleways are well maintained and safe to use.</li> <li>A new transport scheme pipeline process that creates a funded feasibility stage with appropriate resources for cost estimation so that we increase the number that are delivered within budget.</li> <li>The percentage of principal and non-principal roads that need maintenance is better than the national average year on year to 2028.</li> </ul>	<ul style="list-style-type: none"> <li>Industry, innovation and infrastructure</li> <li>Reduced inequalities</li> <li>Sustainable cities and communities</li> </ul>
	Contribute to safe and frequent active travel by delivering the active travel fund projects.	<ul style="list-style-type: none"> <li>Strawberry Line link Yatton - Lampley Road Bridge.</li> <li>Festival Way safety improvements at road crossing points.</li> <li>Reductions to waiting times for pedestrians at traffic light controlled crossings.</li> <li>Improvements to school streets at West Leigh, St Peters and Gordano schools.</li> </ul>	<ul style="list-style-type: none"> <li>Good health and wellbeing</li> <li>Reduced inequalities</li> <li>Sustainable cities and communities</li> </ul>
	Make the best use of our available parking resources by delivering the actions in the new Parking Management Strategy.	<ul style="list-style-type: none"> <li>Develop action plans to achieve the aims and objectives of the parking management strategy.</li> <li>Well-managed, well-maintained parking facilities that are self-funding where possible or which create surplus to reinvest.</li> </ul>	<ul style="list-style-type: none"> <li>Good health and wellbeing</li> <li>Reduced inequalities</li> <li>Sustainable cities and communities</li> </ul>
	Deliver the <b>Joint Local Transport Policy 5</b> (JLTP5).	<ul style="list-style-type: none"> <li>Adopted JLTP5 policy that outlines our updated transport plans and priorities for investment.</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable cities and communities</li> </ul>

Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p>Deliver on public transport improvements and support more cycling and walking across North Somerset to help decarbonise travel.</p>	<p>Improve access to public transport in north Somerset by delivering the <a href="#">Bus Service Improvement Plan</a>.</p>	<ul style="list-style-type: none"> <li>● A decrease in average bus journey times on designated corridors.</li> <li>● An increase in the percentage of services running on time, defined as being no more than 1 minute early or 5 minutes late.</li> <li>● Return to 2019/20 pre-pandemic use levels by 2025. Grow usage from that level by 2030.</li> <li>● An increase in passenger satisfaction.</li> <li>● An increase in the percentage of the local fleet that is either zero-emission or ultra-low emission and by 2035 all buses will be zero-emission.</li> </ul>	<ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> <li>● Sustainable cities and communities</li> </ul>
<p>Deliver the council's development programme to provide quality homes and jobs on council owned land.</p>	<p>Complete delivery of Parklands and Uplands sites.</p>	<ul style="list-style-type: none"> <li>● Parklands: an increase in the delivery of homes by 2028, including 30% affordable homes and 30% net zero.</li> <li>● Uplands: an increase in the Passivhaus homes by 2026 including 40% affordable homes.</li> </ul>	<ul style="list-style-type: none"> <li>● Industry, innovation and infrastructure</li> <li>● Sustainable cities and communities</li> </ul>
	<p>Appoint development partner for Weston and Castlewood sites.</p>	<ul style="list-style-type: none"> <li>● Secured planning for Weston Town Centre and Castlewood sites by 31 March 2025.</li> <li>● Commenced housing delivery on these sites by 31 March 2026.</li> </ul>	<ul style="list-style-type: none"> <li>● Industry, innovation and infrastructure</li> <li>● Sustainable cities and communities</li> </ul>
	<p>Agree programmes of future sites and route for delivery.</p>	<ul style="list-style-type: none"> <li>● Programme agreed in January 2024.</li> </ul>	<ul style="list-style-type: none"> <li>● Industry, innovation and infrastructure</li> <li>● Sustainable cities and communities</li> </ul>

# Our council delivers consistently good services and value for money to support our community:

Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p>Get better at how we communicate, inform, consult, engage and co-produce with our communities.</p>	<p>Refresh the Communications Strategy to deliver a combined Communications, Consultation and Engagement Strategy .</p>	<ul style="list-style-type: none"> <li>● An increase in the number of residents signed up to our communication channels.</li> <li>● An increase in the number of users signed up to the consultation and engagement hub.</li> <li>● An increase in the number of residents who are part of the citizens' panel.</li> <li>● An increase in the number of residents who take part in focus and testing groups.</li> </ul>	<ul style="list-style-type: none"> <li>● Partnerships for the goals</li> <li>● Sustainable cities and communities</li> </ul>
	<p>Develop a programme of resident and stakeholder engagement to include Town Hall Q&amp;A sessions across the district .</p>	<ul style="list-style-type: none"> <li>● A sampled resident's survey in 2024, 2026 and 2028 to enable clear measurement of resident's views of the council and the area.</li> <li>● Quarterly public Town Hall sessions with Executive members and a quarterly public town/rural session in partnership with Town and Parish Councils, with a year on year increase in residents attending and regular feedback published.</li> <li>● A public Bus User Forum as part of the Enhanced Partnership for Buses to ensure feedback from users can be considered by operators and councils to help improve services.</li> </ul>	<ul style="list-style-type: none"> <li>● Sustainable cities and communities</li> <li>● Partnerships for the goals</li> <li>● Peace, justice and strong institutions</li> </ul>
	<p>Develop and implement an annual <b>Town and Parish councils' engagement plan</b> including regular quarterly meetings with town councils and an annual survey.</p>	<ul style="list-style-type: none"> <li>● A twelve month engagement plan co-produced and published.</li> </ul>	<ul style="list-style-type: none"> <li>● Sustainable cities and communities</li> <li>● Peace, justice and strong institutions</li> <li>● Partnerships for the goals</li> </ul>
	<p>Develop and implement an annual Voluntary, Community, Faith and Social Enterprise sector engagement plan including regular quarterly meetings and an annual sector celebration event .</p>	<ul style="list-style-type: none"> <li>● A twelve month engagement plan co-produced and published.</li> <li>● Explore holding an annual 'North Somerset Stars' celebration event for the sector.</li> </ul>	<ul style="list-style-type: none"> <li>● Partnerships for the goals</li> <li>● Peace, justice and strong institutions</li> <li>● Sustainable cities and communities</li> </ul>



Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
Be a digital first council, tackling digital exclusion, and delivering the best customer experience we can within the budget we have.	Review the actions in the <b>Customer Service Strategy</b> to ensure we put our customers at the heart of what we do, listening to their feedback and reflecting it in the design and delivery of our services  .	<ul style="list-style-type: none"> <li>● Customers contacting us via our website will receive information and feedback on their request.</li> <li>● Roll out chat bots to respond to frequent customer questions with high satisfaction received to these tools.</li> <li>● Pilot new technologies and test them with customers first with an increase in the number of residents signed up to testing groups.</li> <li>● An increase in customer satisfaction across all channels or where satisfaction is already high, that is maintained.</li> </ul>	<ul style="list-style-type: none"> <li>● Peace, justice and strong institutions</li> <li>● Reduced inequalities</li> </ul>
	Review the face-to-face provision of customer services  .	<ul style="list-style-type: none"> <li>● Fully embed the provision for less complex customer services queries face to face via libraries.</li> </ul>	<ul style="list-style-type: none"> <li>● Peace, justice and strong institutions</li> <li>● Reduced inequalities</li> </ul>
	Review the Digital Strategy including agreed governance and deliver on actions.	<ul style="list-style-type: none"> <li>● Understand which residents experience digital exclusion and create a plan to support them in accessing council services.</li> <li>● Introduce Artificial Intelligence technology to deliver services and be confident that resulting decisions are free of discrimination.</li> </ul>	<ul style="list-style-type: none"> <li>● Industry, innovation and infrastructure</li> <li>● Peace, justice and strong institutions</li> <li>● Reduced inequalities</li> </ul>
Support and develop our workforce to be confident, well-motivated, and empowered.	Refresh the <b>People Strategy</b> and deliver on the updated action plan.	<ul style="list-style-type: none"> <li>● Overall staff satisfaction with working for the council remains high year on year to 2028.</li> <li>● Staff satisfaction with the leadership to the organisation remains high year on year to 2028.</li> <li>● Staff turnover remains healthy across all directorates year on year to 2028.</li> <li>● Sickness absence is below 8 days per full-time equivalent 2024 year on year to 2028.</li> <li>● Pay and benefits that are effective, affordable, and transparent inc. publishing data on our gender pay gap and senior salaries.</li> <li>● Our workforce is representative of our community.</li> </ul>	<ul style="list-style-type: none"> <li>● Decent work and economic growth</li> <li>● Good health and wellbeing</li> <li>● Reduced inequalities.</li> </ul>

Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
Support and develop our workforce to be confident, well-motivated, and empowered. (cont)	Deliver the actions in the Wellbeing Action Plan <sup>EQ</sup> .	<ul style="list-style-type: none"> <li>● A silver rating in the Healthy Workplaces Accreditation scheme.</li> <li>● A decrease in overall indicators of stress as measured by our staff survey..</li> </ul>	<ul style="list-style-type: none"> <li>● Decent work and economic growth</li> <li>● Good health and wellbeing</li> </ul>
	Launch a new training platform, to ensure staff can access mandatory training and professional development opportunities.	<ul style="list-style-type: none"> <li>● A revised leadership delivery programme.</li> <li>● A corporate learning and development service that supports the achievement of the council's overall aims.</li> <li>● Mandatory Training Programme that enables an organisation wide understanding of our statutory requirements and the things that matter to us most.</li> <li>● Have a range of training options for staff development.</li> <li>● Staff complete their mandatory training every year.</li> </ul>	<ul style="list-style-type: none"> <li>● Decent work and economic growth</li> </ul>
	Staff have the IT tools and skills they need to do their job.	<ul style="list-style-type: none"> <li>● A range of IT training options and staff feel supported to use new and existing Microsoft tools as measured by pulse surveys.</li> <li>● The percentage of staff who are satisfied that IT supports them to do their job increases year on year to 2028.</li> </ul>	<ul style="list-style-type: none"> <li>● Decent work and economic growth</li> </ul>
	Deliver and adopt a corporate travel plan.	<ul style="list-style-type: none"> <li>● The corporate travel plan is developed and adopted by end 2024/25.</li> <li>● A decrease in carbon emissions from staff travel by 2028</li> </ul>	<ul style="list-style-type: none"> <li>● Decent work and economic growth</li> <li>● Good health and wellbeing</li> </ul>
Support a sustainable financial future for the council through innovation and transformation.	Ensure a balanced budget by end year.	<ul style="list-style-type: none"> <li>● The revenue budget is balanced at end year 2024 through to 2028.</li> <li>● The percentage of residents who agree we provide value for money increases between 2024 and 2028.</li> </ul>	<ul style="list-style-type: none"> <li>● Peace, justice and strong institutions</li> </ul>
	Deliver on our <b>Medium Term Financial Plan</b> (MTFP) savings through the four year period.	<ul style="list-style-type: none"> <li>● MTFP savings are delivered to ensure a balanced budget 2024 through to 2028.</li> </ul>	<ul style="list-style-type: none"> <li>● Peace, justice and strong institutions</li> </ul>

Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
Support a sustainable financial future for the council through innovation and transformation. (cont)	Deliver our agreed capital programme.	<ul style="list-style-type: none"> <li>● The capital programme is delivered to time and to budget 2024 through to 2028 across the ambitions inc. delivery of large scale infrastructure projects.</li> </ul>	<ul style="list-style-type: none"> <li>● Peace, justice and strong institutions</li> </ul>
	Ensure directorate transformation programmes are established, monitored, and evaluated throughout the four year period.	<ul style="list-style-type: none"> <li>● Directorate transformation programmes are established, projects agreed for 2024/25 and savings identified.</li> <li>● New Programme Management Office (PMO) software is introduced and embedded as standard across the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>● Peace, justice and strong institutions</li> </ul>
Make the best use of our assets and other resources to deliver value for money.	Ensure our assets are fit for purpose and deliver on any savings and/or income targets.	<ul style="list-style-type: none"> <li>● Decreased the overall number of assets owned or leased by North Somerset Council.</li> <li>● Increased the number of buildings owned by North Somerset that are energy efficient.</li> <li>● Increased the number of buildings owned by North Somerset Council that are fit for purpose for service delivery.</li> <li>● Reduced the net costs of managing our assets.</li> </ul>	<ul style="list-style-type: none"> <li>● Peace, justice and strong institutions</li> </ul>
	Deliver the accommodation strategy and ensure vacant possession of Castlewood by March 2025.	<ul style="list-style-type: none"> <li>● Our offices support our ways of working and we do not have surplus space.</li> <li>● The percentage of staff who are satisfied with their ways of working is high year on year to 2028 as evidenced by our staff survey.</li> </ul>	<ul style="list-style-type: none"> <li>● Peace, justice and strong institutions</li> </ul>
Ensure our decision making is transparent, evidence based, and outcome focused.	Update our decision and committee templates to embed our vision and provide guidance and training for officers.	<ul style="list-style-type: none"> <li>● All decision and committee documents link back to the council's vision with training provided to staff.</li> </ul>	<ul style="list-style-type: none"> <li>● Peace, justice and strong institutions</li> <li>● Reduced inequalities</li> <li>● Climate action</li> </ul>

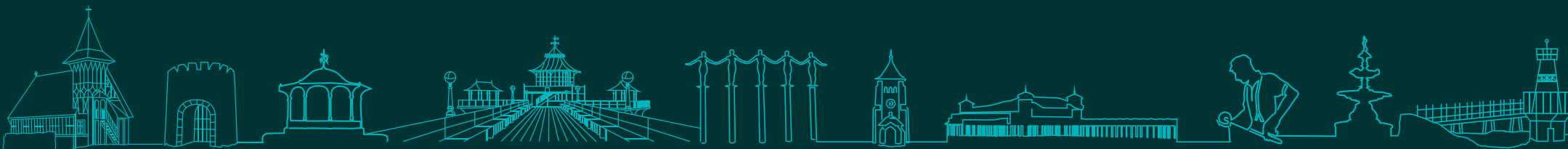
Our commitment to achieve this ambition	Actions we will take	These actions will contribute to the following outcomes	Sustainable Development Goals these actions will contribute to
<p><i>Ensure our decision making is transparent, evidence based, and outcome focused. (cont)</i></p>	<p>Introduce a Climate Impact Assessment and provide guidance and training for officers.</p>	<ul style="list-style-type: none"> <li>The impacts on the environment are considered as part of council decision making with training provided to staff.</li> </ul>	<ul style="list-style-type: none"> <li>Peace, justice and strong institutions</li> <li>Climate action</li> </ul>
	<p>Review our provision of open data and ease of access.</p>	<ul style="list-style-type: none"> <li>An increase in the amount of data that is published for the public and stakeholders to access.</li> </ul>	<ul style="list-style-type: none"> <li>Peace, justice and strong institutions</li> </ul>
	<p>Complete a programme of 'Deep Dive' assessments against the criteria set in the Equality Framework for Local Government.</p>	<ul style="list-style-type: none"> <li>All assessments are complete with progress shown against the four modules.</li> </ul>	<ul style="list-style-type: none"> <li>Peace, justice and strong institutions</li> <li>Reduced inequalities</li> </ul>
<p>Strengthen our strategic partnerships to get the best deal for North Somerset, our residents, and communities.</p>	<p>Explore a devolution deal with government</p>	<ul style="list-style-type: none"> <li>An agreed approach with government to gain greater devolution for North Somerset with additional funding to improve outcomes for residents by 2025.</li> </ul>	<ul style="list-style-type: none"> <li>Partnerships for the goals</li> <li>Peace, justice and strong institutions</li> </ul>
	<p>Engage proactively with multi-agency partnerships to represent and maximise outcomes for the benefit of North Somerset residents</p>	<ul style="list-style-type: none"> <li>Active participation in multi-agency meetings ensuring the needs of North Somerset are represented at the regional and national level.</li> <li>An increase in opportunities to bid for funding to enable delivery of priorities despite local budget pressures.</li> </ul>	<ul style="list-style-type: none"> <li>Good health and wellbeing</li> <li>Partnerships for the goals</li> <li>Peace, justice and strong institutions</li> </ul>
	<p>Deliver a new Support Services contract by 2025.</p>	<ul style="list-style-type: none"> <li>Delivered a multi-supplier model for support services.</li> <li>Business Support services delivered in house.</li> <li>A business case for shared services for ICT and payroll.</li> <li>Service transformation to deliver medium-term financial plan savings.</li> </ul>	<ul style="list-style-type: none"> <li>Partnerships for the goals</li> <li>Peace, justice and strong institutions</li> </ul>

Council documents can be made available in large print, audio, easy read, and other formats. Documents on our website can also be emailed to you as plain text files.

Help is also available for people who require council information in languages other than English.

For more information email:

**[business.planning@n-somerset.gov.uk](mailto:business.planning@n-somerset.gov.uk)**

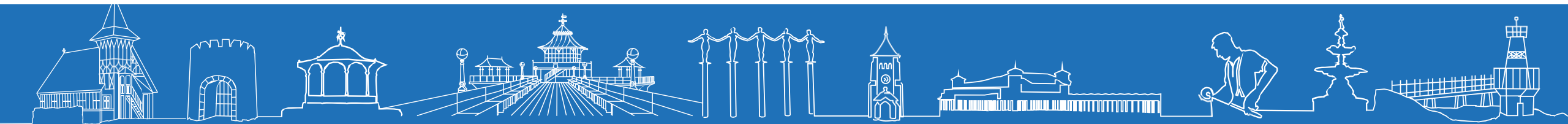




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# Corporate Plan and budget development Engagement and consultation programme

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## Background

- As part of the Corporate Plan and budget development process we undertook an engagement and consultation programme with local people and partners, including Town and Parish Councils.
- This programme aimed to gather views to inform the development of the Corporate Plan ambitions and budget development including priorities and suggestions for saving and transformation options.

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The engagement programme ran from end-August through to mid-October as follows:

- A survey hosted on our [consultation hub](#), live for six weeks, with a bespoke version for Town and Parish Councils. Paper copies of this survey were available in our libraries and children's centres, and we added a short, focused social media survey aimed at encouraging more responses from young people aged 16-30.
- A number of public engagement sessions across the towns along with a series of face-to-face sessions via the mobile libraries for rural residents to attend.
- Meetings with various stakeholder groups either virtually or face-to-face.

The information gathered from this engagement was used to develop the DRAFT Corporate Plan and DRAFT budget, with final comments requested on our [consultation hub](#) which ran November through to early January, and a series of follow-up public engagement sessions held.

# Background

The engagement programme:

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North Somerset Council eConsult: have your say

My council / Get involved / Consultations / Have your say / North Somerset corporate plan and budget development / North Somerset corporate plan and budget development

## North Somerset Corporate Plan and budget development

**Have your say**

After May's local elections, North Somerset Council's new leadership is mapping out its priorities for the next four years. We want to hear your views about what is most important and how council tax should be spent. These views will then help to inform the development of the council's Corporate Plan and supporting budget.

The current Corporate Plan includes our vision to be open, fair and green. We want to know whether this remains the right focus for the area. We have also drafted four new ambitions which we would like your views on:

- For our children and young people to feel cared for, safe, supported and given equality of opportunity to thrive
- For our communities to be caring, healthy and safe, where people help each other to live well
- For our towns and villages to be thriving and sustainable places to live, work and visit
- For our council to deliver consistently good services and value for money to support an ambitious community.

You can fill in the survey here or pick up a paper copy from one of our libraries or children's centres. Just drop it in the box provided there.

**Time left until the survey closes**

0000  
days hours minutes seconds

The leader of the council Mike Bell, and the Deputy Leader Catherine Gibbons, will be hosting a number of public engagement sessions throughout September and October to talk about the Corporate Plan and budget. No need to book, please just drop by:

- Wednesday 20 September, Tite Barn, Nailsea, 6.30pm onwards
- Monday 25 September, Weston Museum, 6.00pm onwards
- Wednesday 27 September, Folk Hall, Portishead, 6.30pm onwards
- Monday 2 October, Hangstones Pavilion, Yatton, 6.00pm onwards
- Wednesday 4 October, Town Hall, Weston, 6.00pm onwards
- Monday 9 October, Castlewood, Clevedon, 6.30pm onwards

Executive members will also be joining our mobile libraries in October on the following dates to meet with residents and talk through issues and ideas. They will also have paper copies of the engagement survey if you would like one. No need to book, just turn up!

- Monday 2 October, Backwell - Rodney Road, 2.15pm - 4.15pm
- Tuesday 3 October, Kingston Seymour - Village Hall, 11.10am - 12.40pm
- Wednesday 4 October, Wington - Memorial Hall car park, 2.00pm - 4.30pm
- Wednesday 11 October, Winford - Main Layby, 11.35am - 12.20pm
- Thursday 12 October, Banwell - Car park opposite the primary school, 2.40pm - 4.30pm
- Friday 13 October, Long Ashton - Community Centre car park, 9.30am - 11.30am

North Somerset Council

# Have your say

We would like your views on the development of the North Somerset corporate plan and our budget for the coming year.

<https://n-somerset.inconsult.uk/corporateplan/consultationHome>

Complete your survey by **Monday 16 October 2023**

**Have your say**

**Council four year plan and budget**

Survey closes **Mon 16 Oct**

North Somerset Council

Welcome to the **Town Hall**

North Somerset Council created an event. 12 September 2023

**Portishead**

**Council four year plan and budget**

Wed 27 September from 6.30pm

WED, 27 SEP 2023

**Have your say Portishead**

Portishead

# Background

## The consultation programme:

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The screenshot shows the 'Have your say' page for the North Somerset Corporate Plan and budget 2024-2028 consultation. The page includes a navigation menu with 'Consultations', 'Planning Policy consultations', 'General consultations', and 'Consultation Home'. The main content area features a 'Have your say' section with a sub-header 'An open, fair, green North Somerset'. Below this, there is a 'North Somerset Corporate Plan 2024-2028' section with a grid of images. A 'Time left to have your say' widget shows 7 days, 1 hour, and 33 minutes remaining. At the bottom, there is an 'Engagement sessions' section listing dates and times for public meetings.

## Have your say

### Council four-year plan and budget

Closes **Wednesday 10 January at 5pm**

<https://n-somerset.inconsult.uk/planandbudget2024/consultationHome>

## Have your say

What should our priorities be for the next four years?

[www.n-somerset.gov.uk/planandbudget2024](http://www.n-somerset.gov.uk/planandbudget2024)

**North Somerset Council**  
5 December 2023

Weston-super-Mare! What are you saying?

Come along to our drop-in event tomorrow (Wednesday 6 December) and help shape our priorities and budget!

6.30pm to 7.30pm  
Town Hall

[www.n-somerset.gov.uk/planandbudget2024](http://www.n-somerset.gov.uk/planandbudget2024)

Weston-super-Mare Town Council SuperWeston Super Culture

## Have your say

Help shape our priorities and budget

Wednesday 6 December  
6.30pm to 7.30pm  
Town Hall, Weston

[www.n-somerset.gov.uk/planandbudget2024](http://www.n-somerset.gov.uk/planandbudget2024)



# Background

Responses across the engagement and consultation programme were as follows:

Engagement method	Type	Number of responses or people reached
Online survey/paper surveys	Online	517
Public engagement sessions in towns	In person	124
Mobile library sessions in rural areas	In person	72
Town and parish council survey and forums	Online	21
Stakeholder group sessions	In person / online	195
		929

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- Responses to engagement survey questions have been analysed and number/percentage responses provided overall.
- Where qualitative data was gathered (questions, comments), they have been grouped thematically from the notes taken by officers.

# Survey results

## Our vision



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56% of responses to the survey agreed with the vision to be open, fair and green



### You said, we did

You told us what you thought being open, fair and green should mean. This has been included in the DRAFT Corporate Plan as part of our vision statement.



### Open

You told us open means being honest and transparent. It means listening to you and your views on the decisions we make. It means being accountable for how we spend your money and ensuring we provide the very best value we can.



### Fair

You told us fair means being accessible and inclusive in how we work. It means listening to the views of all groups and acting on local issues. It means ensuring equity in access to services.



### Green

You told us green means we take our responsibility to respond to the climate emergency seriously. It means we do all we can to understand the impact our actions have on the environment and mitigate them where possible.

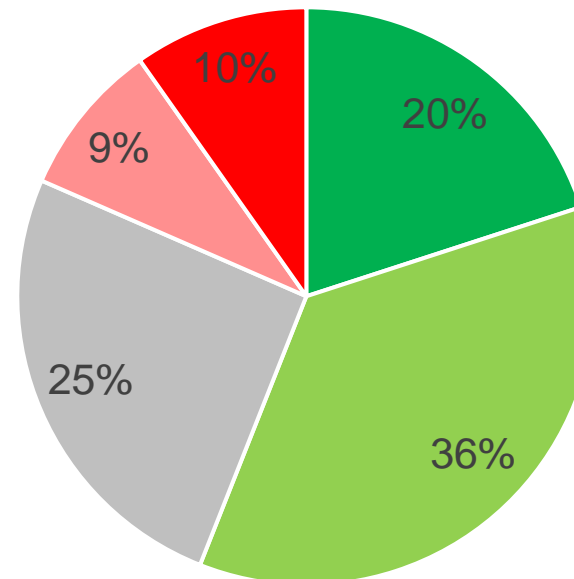
## The vision: open, fair and green

Where there was disagreement with the vision, there were a number of reasons given including disagreement with some elements of the vision, concerns about the effectiveness of action, and concerns about the value for money provided.

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Do you agree that this vision is right for North Somerset?  
(450 responses)

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



### You said, we did

You told us you wanted to see the action plan that will deliver this vision. We have published the DRAFT Corporate Plan action plan for comment.

## Our ambitions

Our children and young people are cared for, safe, supported, and are given equality of opportunity to thrive



82% of survey responses agreed with the ambition for children and young people

Our communities are caring, healthy and safe, where people help each other to live well



80% of survey responses agreed with the ambition for adults and communities

Our towns and villages are thriving and sustainable places to live, work and visit



81% of survey responses agreed with the ambition for North Somerset as a place

Our council delivers consistently good services and value for money to support ~~an ambitious~~ our community



68% of survey responses agreed with the ambition for how we work as a council

**You said, we did**

You told us did not like the word 'ambitious' in this ambition as it was not clear what was meant by it. We have removed it.

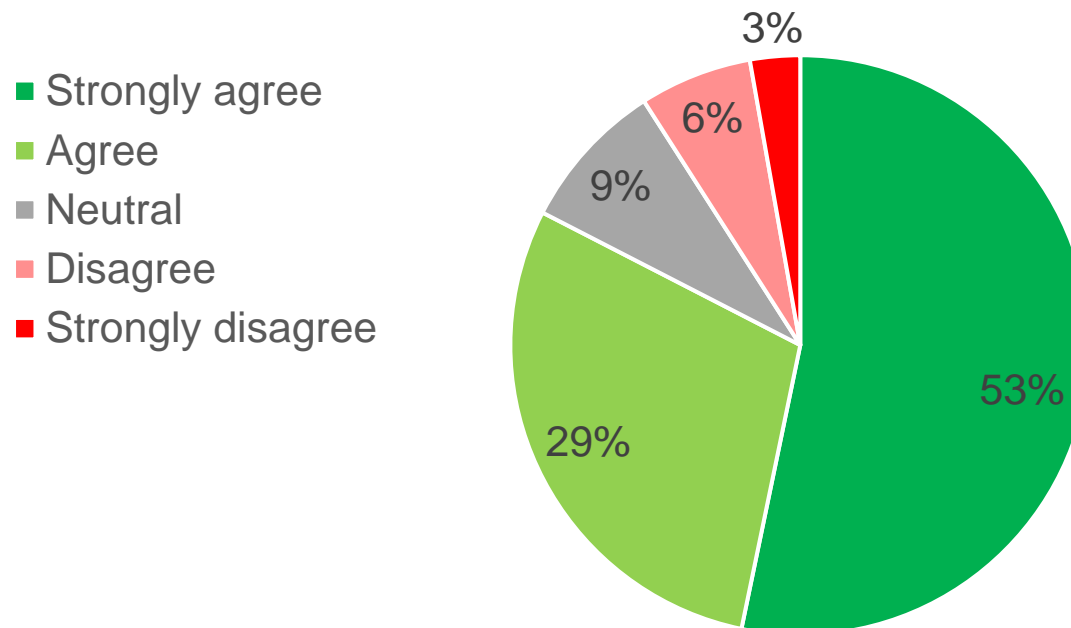


## The ambition for children and young people

Where there was disagreement with the ambition, generally it was because there was concern about how effective actions might be to achieve this ambition and a request for actions to be clear and specific.

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Do you agree this is the right ambition for children and young people in North Somerset? (445 responses)



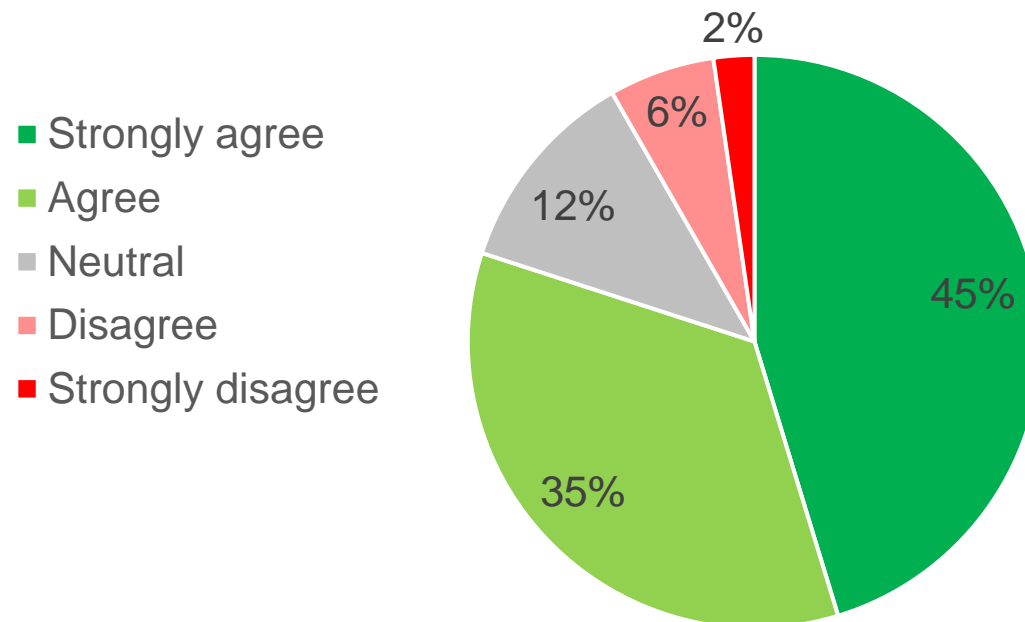
### You said, we did

You told us you wanted to see the action plan that will deliver this ambition with clear outcomes that you could hold us to account on. We have published the DRAFT Corporate Plan action plan for comment.

## The ambition for adults and communities

Where there was disagreement with the ambition, generally it was because there was concern about how realistic the ambition is, the level of actual vs perceived commitment, the level of focus against it, and area specific concerns.

Do you agree this is the right ambition for adults and communities in North Somerset? (435 responses)



### You said, we did

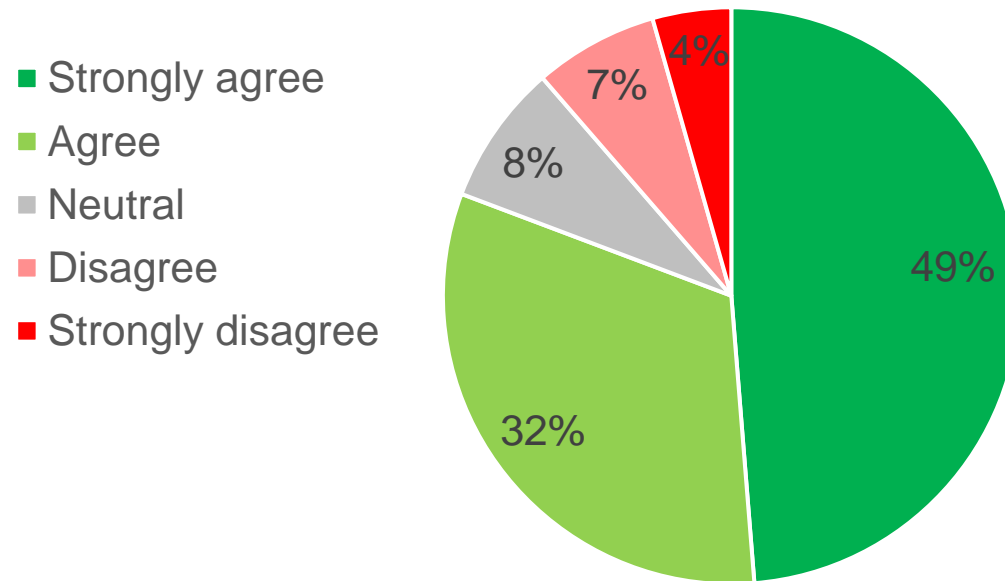
You told us you wanted to see the action plan that will deliver this ambition with clear outcomes that you could hold us to account on. We have published the DRAFT Corporate Plan action plan for comment.

## The ambition for North Somerset as a place

Where there was disagreement with the ambition, there was concern about how realistic the ambition is and some specific concerns about the condition of the town centres, employment opportunities, and safety.

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Do you agree this is the right ambition for North Somerset as a place? (429 responses)



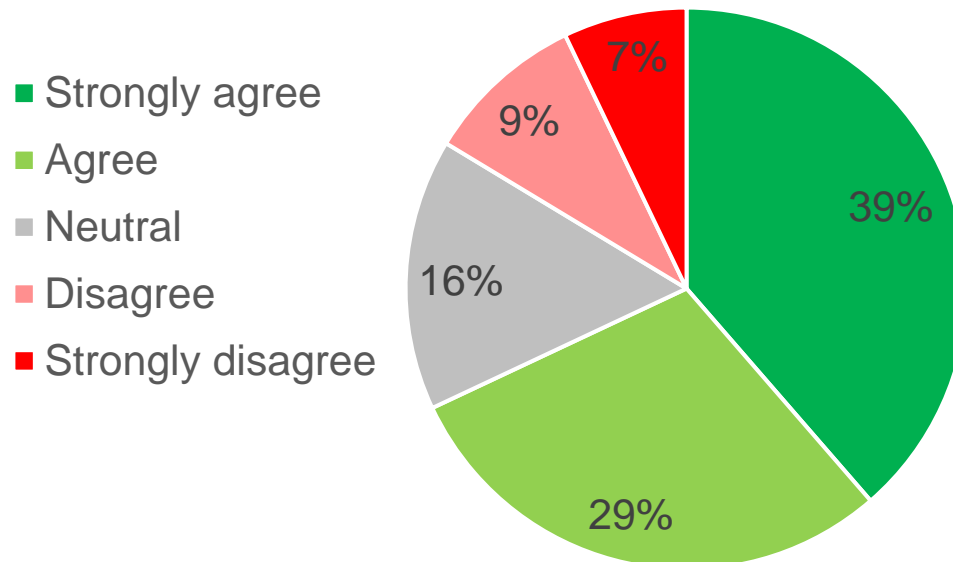
### You said, we did

You told us you wanted to see the action plan that will deliver this ambition with clear outcomes that you could hold us to account on. We have published the DRAFT Corporate Plan action plan for comment.

## The ambition for how we work as a council

Where there was disagreement with the ambition, as well as concerns about what is meant by value for money and some specific areas of concern, there was a strong theme around what is meant by an 'ambitious community'.

Do you agree this is the right ambition for how we work as a council? (420 responses)



### You said, we did

You told us you wanted to see the action plan that will deliver this ambition with clear outcomes that you could hold us to account on. We have published the DRAFT Corporate Plan action plan for comment.

## Issues

The issues identified as being the most important in North Somerset in the coming year were the availability of services for vulnerable children and young people, crime and community safety, and the availability of services for vulnerable adults. The issues given as the least important were changing the way we travel, the climate emergency and community development and resilience.

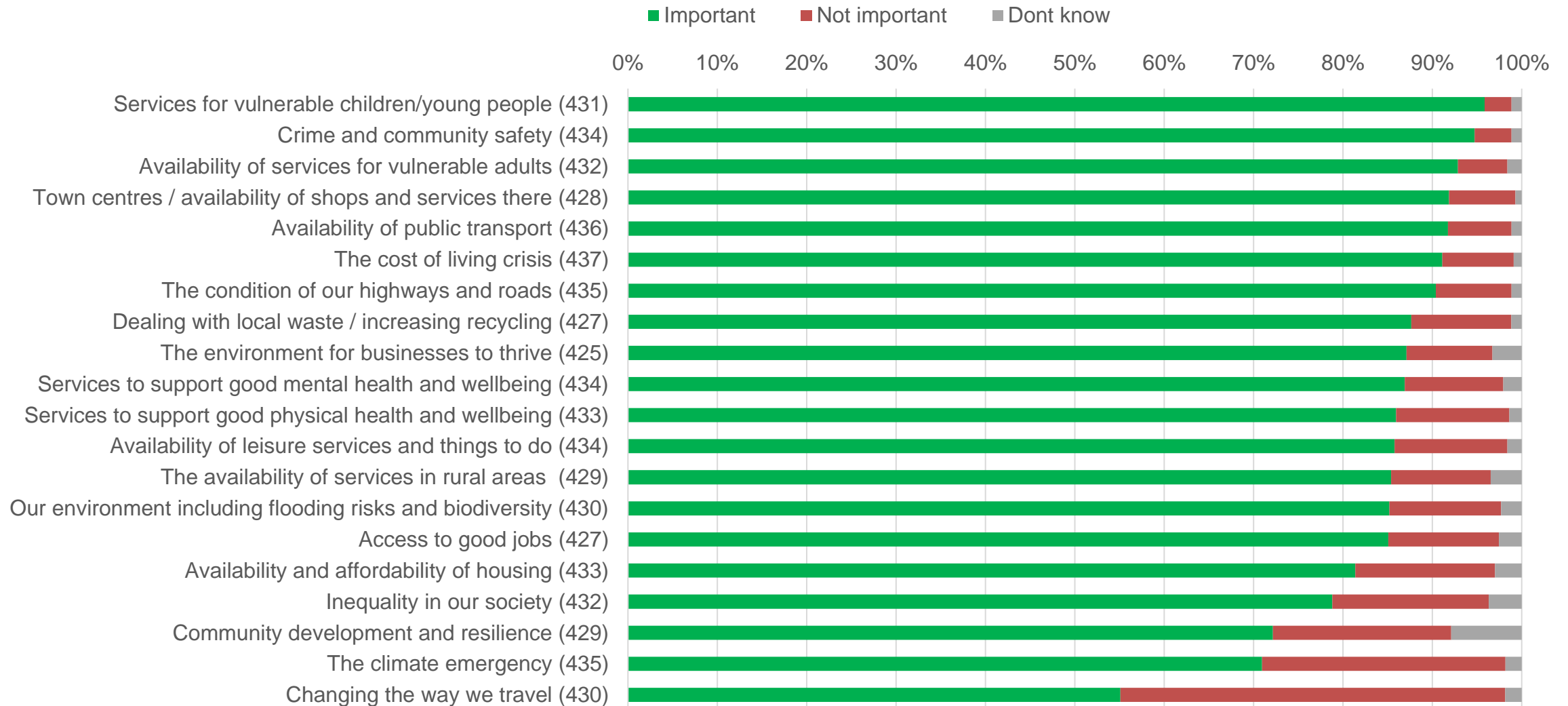
The issues identified as being the most important personally in the coming year were the condition of our highways and roads, crime and community safety, and the condition of the town centres and the availability of shops and services there. The issues given as the least important were changing the way we travel, availability and affordability of housing, and the climate emergency.

### **You said, we did**

We have agreed a number of commitments that will help us to achieve each ambition. The feedback given as part of this engagement was used to develop these commitments and the DRAFT action plan.



## Which of these issues will be most important in North Somerset in the coming year?



## Approaches to how we should work

The approaches for how we work in the future most strongly agreed with were making more efficient use of council assets land and buildings and changing working practices to make better use of technology and more efficient ways of working.

The approaches least agreed with were reducing the quality of services and out-sourcing to commercial companies.

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### **You said, we did**

You have reviewed our saving proposals against these approaches and grouped them ready for comments as part of the consultation phase.

## Updated budget proposals – savings themes

### **Adult's transformation**

Initiatives designed to support adults within the community to maximise their independence and to manage demand through focusing on those who need services the most, expanding reablement and preventative services, and also increasing alternative types of provision. Review how we deliver services and ensure that they are efficient and fit for purpose and make the best use of resources.

### **Children's transformation**

Implementation of a transformation programme designed to improve outcomes for children and young people and manage the increasing demand for council services by reviewing our approach to service delivery and focusing resources on those who need them most. This will include changes to how we deliver services in the future, working with partners, being more efficient, and considering alternative provision where appropriate.

## Updated budget proposals – savings themes

### **Waste services transformation**

Implementation of a transformation programme that supports the council's Waste Strategy which will firstly ensure that services are efficient and deliver value for money. The programme will also review policies and service delivery models that help us to deliver carbon reduction targets through initiatives that support increased recycling and reduced waste.

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### **The way we work**

Looking at how we work in the future to deliver services to local communities, making more efficient use of council assets land and buildings, and changing working practices to make better use of technology and more efficient ways of working.

## Updated budget proposals – savings themes

### **Services we provide to the community**

These proposals will focus on areas of the council's spending where there is some choice or discretion in terms of providing the service at all, or in the scope, scale and delivery model involved, any of which could be reviewed or changed in the future.

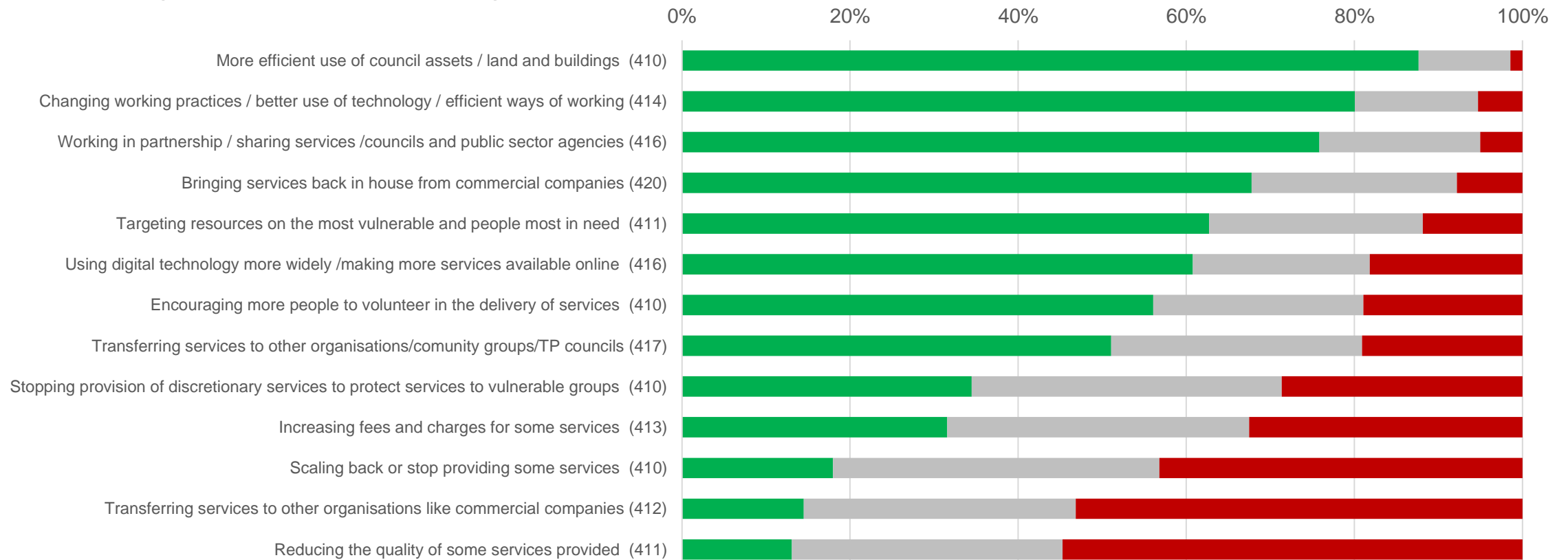
### **Income generation**

These proposals will ensure that customers contribute a realistic price through any fees and charges that they may be required to pay each year which recognises the costs that the council has had to absorb to deliver services or hold assets. It means that we do not subsidise discretionary services through the budget and resources can be focused on support for vulnerable people.

# Different approaches to how we work

How strongly do you agree or disagree with using the following approaches for future delivery of services?

■ Agree   
 ■ Neutral   
 ■ Disagree



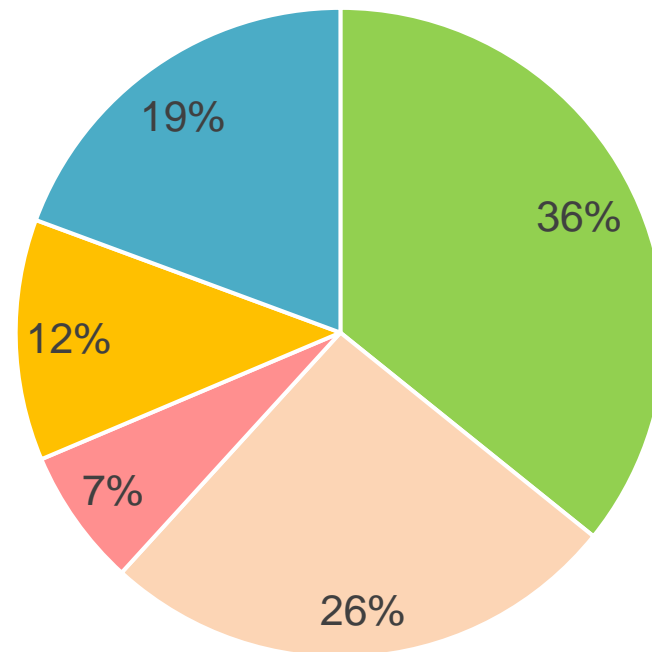


## Council tax

What level of council tax increase would you support in the coming year? (408 responses)

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- Up to 3%
- Between 3% and 5%
- More than 5%
- Aligned to the government limit
- Aligned to inflation



### You said, we did

In our budget papers we are assuming a council tax increase of 2.99% as well as an additional adult social care levy of 2% to balance our budget for 2024/25.

## Demographics of respondents

Neither the engagement or consultation surveys were sampled surveys meaning they were unlikely to return a response which would be a representative sample of the North Somerset population.

Analysis of respondents to the North Somerset population shows that:

- Responses are well matched to geographical areas based on postcode matched to wards and then grouped by the four towns and all other areas being rural.
- Responses are over-represented on females, residents aged over 55 years, non-white ethnicity, disabled and carers compared to Census 2021 data.
- Responses are **significantly** under-represented for the under 30s age group.

# **Public engagement sessions overview**

## Summary

- Across the public engagement, mobile libraries and stakeholder group sessions over 400 residents/ stakeholders were reached. Attendance at the different sessions was mixed.
- Feedback was received that more needed to be done to advertise the public engagement sessions to ensure better attendance.
- There was a general positive response to the mobile library engagement sessions given they combined more than one activity.
- Stakeholder group sessions were well received and there was a clear desire for more of this type of engagement in general.
- The budget slides received positive feedback due to the additional context they gave.

### **You said, we did**

You told us you wanted to see more of this type of engagement, so we have confirmed this as a commitment in the DRAFT Corporate Plan.

### **You said, we did**

You said the budget information we shared with you was helpful, so we have included that information in the DRAFT Corporate Plan along with some additional information on our spending proposals for 2024/25.

## Summary

- These sessions were not intended to give verbatim results back but to give themes from residents around issues and concerns and to provide an opportunity for engagement. The main themes across the sessions related to:

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- Poor communications, consultation and a lack of general engagement from the council and around specific projects.
- How all partners, council, town and parish council and communities can work better together.
- Accessibility of services linked to digital exclusion and customer services provision.
- Public transport and access to services in rural areas.
- Housing development / local plan.
- Area specific topics such as road closures/changes and support for local services.
- Stakeholder specific topics such as support for the voluntary and community sector.

### **You said, we did**

You told us in these sessions that you wanted to see clear actions that you could hold us to account on. We have published the DRAFT Corporate Plan action plan for comment.

For any questions on this engagement and consultation programme please contact [business.planning@n-somerset.gov.uk](mailto:business.planning@n-somerset.gov.uk)

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