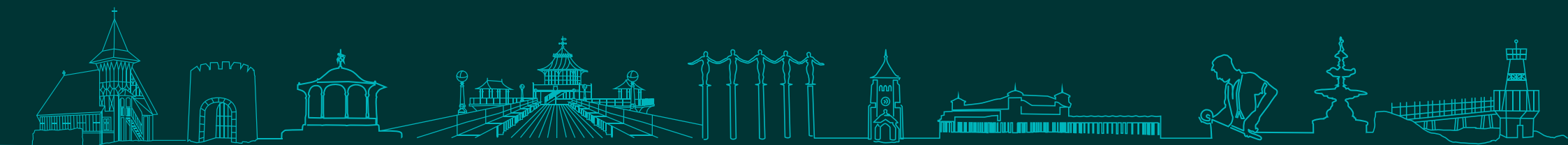


North Somerset Corporate Plan 2024-2028



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

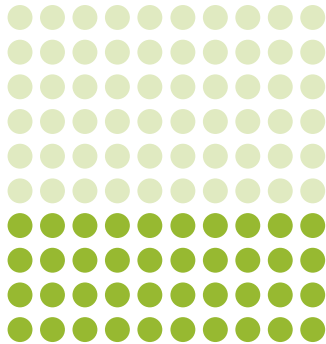


Our resources

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

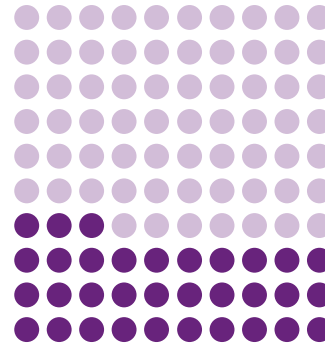
40%

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



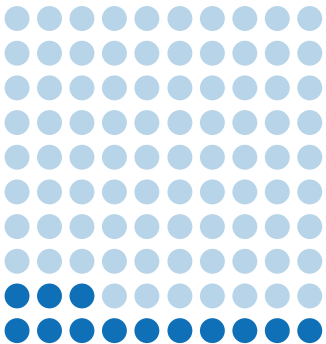
33%

comes from your council tax



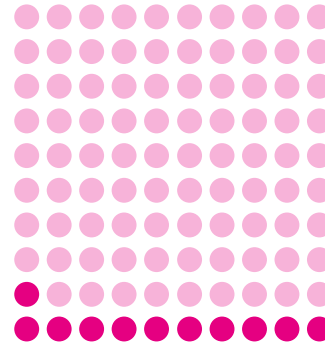
13%

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



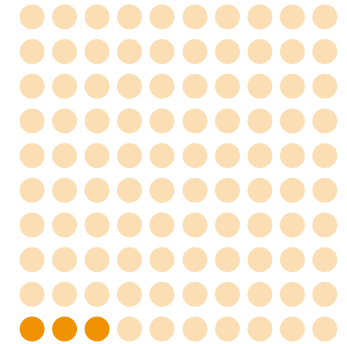
11%

comes from business rates paid by our local business



3%

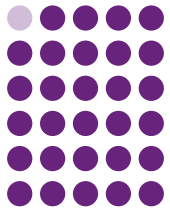
comes from other sources including investment or rental income



Our resources

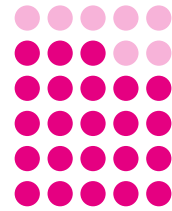
For every £100 we receive to fund services, we spend...

£29



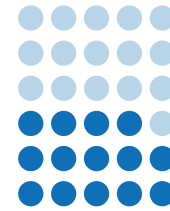
£29 caring for adults who need our help

£23



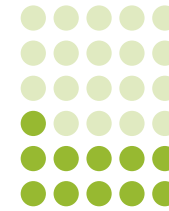
£23 helping children and young people to get the best start in life

£14



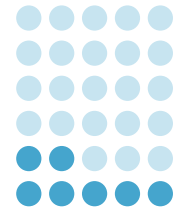
£14 other, including support services, elections, and capital financing

£11



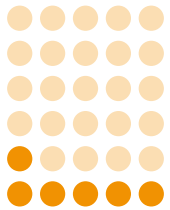
£11 on housing benefit for people on low incomes, helping to prevent homelessness

£7



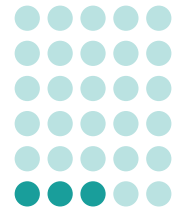
£7 collecting recycling and waste, and looking after our countryside, parks, and beaches

£6



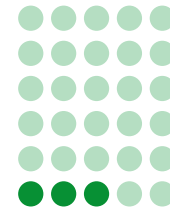
£6 planning and building new affordable homes for local people, major road schemes, and buildings

£3



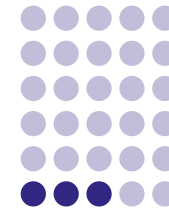
£3 fixing and maintaining roads, streetlights, and public transport

£3



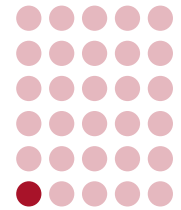
£3 helping people keep well and stay healthy

£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

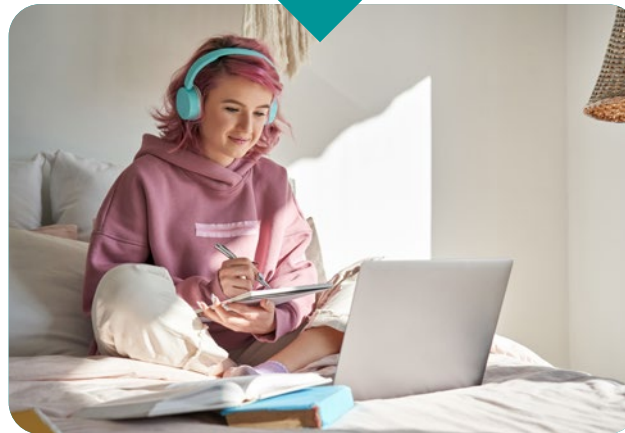
Our children and young people are cared for, safe, supported, and are given equality of opportunity to thrive

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.

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!



Work with partners to ensure families have access to the services they need for the first 1,001 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**.



Work with school leaders to 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 funded education entitlement offer for preschool children.
- Ensure your child attends school and support them to get the most out of their education.



We will work with partners to increase the participation of children and young people in education, employment and 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.



Put children and families at the heart of what we do and include them in the decisions that 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 healthy and nutritious food.

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

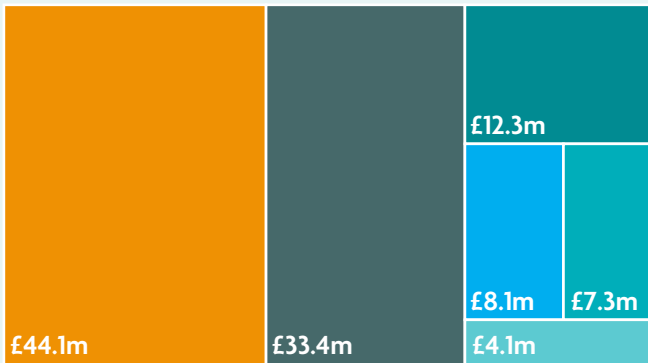
for home to school transport

£7.3m

other dedicated schools grant

£4.1m

public health grant for children



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.

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



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

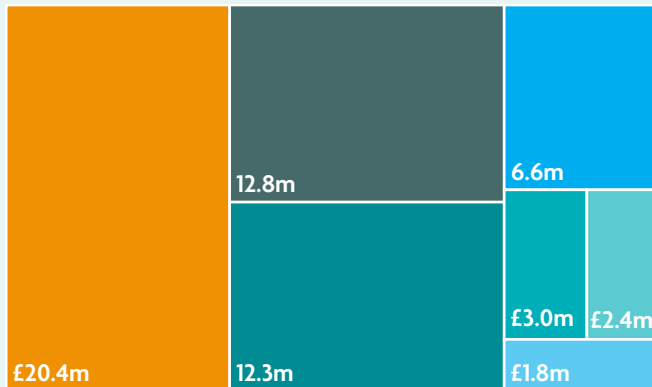
for planning and building control services

£2.4m

for regulatory services

£1.8m

for supporting business and the economy



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.



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**

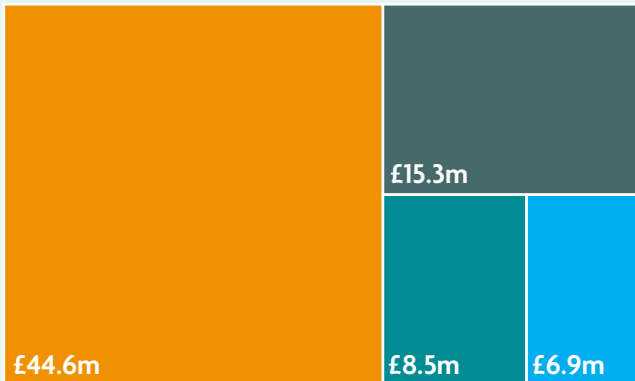
on capital financing and interest receipts

■ **£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.

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.

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

For more information email:

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