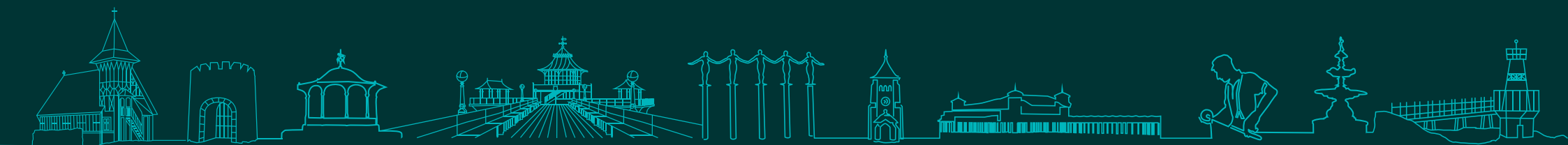


North Somerset  
**Corporate Plan**  
**Action Plan**  
2024-2028



# 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.

AMBITIONS

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>Work with partners to ensure families have access to the services they need for the first 1,001 days.</p> | <p>Support breastfeeding across our Children's Centres and Health Visiting Services ●.</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 ●.</p> | <ul style="list-style-type: none"> <li>● There is an increase in the proportion of children benefitting from funded early education</li> <li>● There are sufficient childcare places across North Somerset to meet need</li> <li>● We continue to close the attainment gap between all pupils and children eligible for free school meals</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>Ensure that there is an effective early help offer in place that meets the needs of the different communities we serve</p>                                                                                                        | <ul style="list-style-type: none"> <li>● Take up of the early help offer by families with very young children</li> <li>● The percentage of children aged two being seen by Health Visitors for their development check</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. | Deliver the Family Hub Programme – including the national Start for Life Programme                                                                              | <ul style="list-style-type: none"> <li>● Family Hubs are open and delivering services to families</li> <li>● Families report that they are able to access the support they need</li> </ul>                                                                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>                                                                  |
|                                                                                                                      | Ensure the interface between Early Help, the Multi Agency Safeguarding Hub and statutory social care services is effective and robust ●.                        | <ul style="list-style-type: none"> <li>● Timeliness of decision making at the front door</li> <li>● Feedback from partners that they understand the continuum of need and when to ask for help</li> <li>● There are low levels of repeat contact and referrals for children's social care</li> </ul>                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>                                                                  |
|                                                                                                                      | Ensure that there is an effective early help offer in place that meets the needs of the different communities we serve                                          | <ul style="list-style-type: none"> <li>● Number of step up and step downs between early help and children's social care</li> <li>● Early help assessments are completed in a timely way</li> <li>● Early help assessments identify needs well and plans deliver the right outcomes for children and families</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 ●.                                                    | <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 ●. | <ul style="list-style-type: none"> <li>● Maintained a low under 18 conception rate (!).</li> <li>● Maintain a high Long-acting Reversible Contraception prescribing 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                                                                                                               |
|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Put children and families at the heart of what we do and include them in the decisions that affect them. |                                                                                    | <ul style="list-style-type: none"> <li>● There is an active youth parliament in place</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> |
|                                                                                                          | The voice of the child is heard in their care plans ●.                             |                                                                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>                                                                |
|                                                                                                          |                                                                                    | <ul style="list-style-type: none"> <li>● Children in care and care leavers are offered the opportunity to participate in children in care and/or care leavers forums</li> <li>● We respond to the feedback we receive through annual publication of 'You said, We did' following engagement activity</li> </ul> | <ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>                                                                |
|                                                                                                          |                                                                                    | <ul style="list-style-type: none"> <li>● Participation in North Somerset Parent Carers Together Working Together events and annual report on impact</li> <li>● Surveys of parents/carers indicates that they are satisfied with our service delivery and it is making a difference</li> </ul>                   | <ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>                                                                |
|                                                                                                          | The voice of the child is heard in their Education and Health Care Plans (EHCP) ●. |                                                                                                                                                                                                                                                                                                                 | <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                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Work with partners to increase the participation of children and young people in education, employment and training | Every child in North Somerset regularly attends school or the education setting that is right for them ●.                                     | <ul style="list-style-type: none"> <li>● The number of children and young people who are receiving less than 25 hours of education</li> <li>● The number of children and young people with no education provision</li> <li>● The number of suspensions and permanent exclusion</li> </ul>                                                                                                                        |                                                                                                                                                                                       |
|                                                                                                                     |                                                                                                                                               | <ul style="list-style-type: none"> <li>● The overall pupil absence rate</li> <li>● The proportion of children who are persistently absent</li> </ul>                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Reduced inequalities</li> </ul>                                                                         |
|                                                                                                                     | Ensure that all young people are in education, employment, or training and work to develop new and improved pathways for post-16 provision ●. | <ul style="list-style-type: none"> <li>● 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</li> <li>● The percentage of children in care</li> <li>● The percentage of care experienced young people aged 19-25 who are in education, employment or training</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.               | Deliver our sufficiency strategy to ensure that there are a range of homes available for children in care and care experienced young people              | <ul style="list-style-type: none"> <li>● The percentage of children in care cared for in kinship arrangements</li> <li>● The percentage of children placed with in house foster carers</li> <li>● The percentage of children placed out of area</li> <li>● The number of children in unregistered provision</li> <li>● 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</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 ●.                                                                   | <ul style="list-style-type: none"> <li>● All children in care will have an up-to-date SDQ score</li> <li>● Continued measure of the wellbeing of children in care through the bright spots survey</li> <li>● The percentage of children in care with health checks up to date</li> <li>● The percentage of children in care with dental checks up to date</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 ●. | <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>                                      |
| <i>Support our children in care and care experienced young people to ensure they have equality of opportunity. (cont)</i> | Provide opportunities for children in care and care leavers to have easy access to services and facilities ●.                                            | <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 free bus travel through 2024/25</li> <li>● The Care Leaver Hub is well used and care leavers tell us it meets their needs</li> <li>● Published Care Leaver Local Offer</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                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Work with school leaders to 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 ●.</p>                                                                                                                          | <ul style="list-style-type: none"> <li>● The percentage of children who achieve a good level of development</li> <li>● The percentage of children achieving the expected standard in reading, writing and maths in Key stages 1 and 2</li> <li>● The proportion of children achieving passes in English and Maths GCSEs</li> <li>● The attainment gap between disadvantaged pupils and their peers at all levels of education</li> </ul>                                                                                                                                                       |                                                                                                                                                                                                  |
|                                                                                                                                                                                   |                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>● There is a local area plan for addressing the attainment gap</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 healthy and nutritious food.</p> | <p>Increase participation in physical and social activity and healthy eating schemes including supporting community led activities, play park initiatives, the healthy lifestyle advisors scheme and other system-wide initiatives to encourage healthy eating. ●.</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> <li>● A decrease in the prevalence of unhealthy weight in children aged 10-11 years.</li> <li>● A decrease in the prevalence of unhealthy weight in children aged 10-11 years</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> |
|                                                                                                                                                                                   | <p>Deliver the Holiday, Activity and Food Programme</p>                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>● Uptake of the programme</li> <li>● Satisfaction with the programme</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                                                                                                                                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                          | Map the opportunities for participation in positive activities for children and young people and work with partners to address gaps                                                                                                                                                              | <ul style="list-style-type: none"> <li>● Publication of the offer</li> <li>● Plan for addressing gaps</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> |
| <i>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)</i> | 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. | <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>                                              |
|                                                                                                                                                                                          | Implement the Healthy Early Years settings programme to improve outcomes regarding food, nutrition, and oral health ●.                                                                                                                                                                           | <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 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>                                              |
| Work with partners to support our children and young people to have good mental health and wellbeing.                                                                                    | 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 ●.                                                                                            | <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>                                              |
| Support young people through their pathways to adulthood to maximise their independence and ensure they can live well.                                                                   | 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 ●.                                                                                                                                         | <ul style="list-style-type: none"> <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>● Timeliness of assessments and plans</li> <li>● Quality and impact of assessments and plans</li> <li>● Number of unplanned entrants to care</li> <li>● Proportion of Cared For children in kinship arrangements.</li> <li>● Turnover rate</li> <li>● Vacancy rate</li> <li>● Feedback from children and young people</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 over-arching <b>strategy</b>.</p> | <ul style="list-style-type: none"> <li>● The number of complaints received</li> <li>● The number of Education and Healthcare Plans issued within 20 weeks</li> <li>● The proportion of children with social, emotional and mental health need and autism spectrum conditions education in mainstream schools and/or Nurture groups</li> <li>● Suspension and exclusion rates for children with SEND</li> <li>● The attainment gap between children with SEND and their peers</li> </ul> | <ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <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                                                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| Work with people who have care and support needs and their carers so they remain safe, supported and well.                                     | Support people who need care and support through information, advice and guidance, assessments and reviews ●.                                                                     | <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>                                       |
|                                                                                                                                                | Ensure we identify, recognise, and value carers by delivering the actions in the Carers Strategy ●.                                                                               | <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>                                                                                                     |                                                                                                                                                     |
| Work with partners to maximise access to low level preventative mental health support and secondary mental health care when residents need it. | 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 ●. | <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> |
|                                                                                                                                                | Deliver the North Somerset Drug and Alcohol Partnership Plan                                                                                                                      | <ul style="list-style-type: none"> <li>● An increase in the number of clients receiving treatment for substance, and/or alcohol use by 2028</li> <li>● An increase in the number of substance and/or alcohol clients receiving treatment for co-occurring mental illness by 2028</li> <li>● A reduction in hospital admissions because of substance and/or alcohol use by 2028</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                                                                                      |
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| <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                                                                                                                                         |
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| <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 ●.</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 ●.</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 ●.</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 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                                                                                                                                                       |
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| <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>● 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> <li>● Follow up on any intelligence regarding sales of illicit tobacco or vapes, or underage supply of these products</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                                                                                                                                                                                                                                                                                        |
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| <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>                                                                              |                                                                                                                                                                                                                                                                                                                                                       |

| 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                                                                                           |
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| <p>Enable our residents have good access to leisure, libraries, safe and open spaces, and the natural environment to support their health and wellbeing.</p> | <p>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>ED</sup>.</p> | <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>               |
|                                                                                                                                                              | <p>Increase participation in physical activity across the life course, ensuring a focus on active places, active communities, healthy people, partnerships and working together.</p>                            | <ul style="list-style-type: none"> <li>● An increase in participation in North Somerset Health Walk</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>● Deliver Go4Free to support people on low incomes to become more active</li> </ul>                                                                                                                                                                                | <ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Sustainable cities and communities</li> </ul>                              |
|                                                                                                                                                              | <p>Protect residents from sources of noise, poor air quality and other environmental harms</p>                                                                                                                  | <ul style="list-style-type: none"> <li>● Investigate all allegations of statutory nuisance within a reasonable time scale</li> <li>● Reduce infestations of rats and mice, accumulations of waste and defective drainage</li> <li>● Monitor air quality and take action to reduce exposure and/ or pollution levels</li> <li>● Ensure inspection regimes for industrial permits and Private Water supplies are up to date</li> <li>● Operate a best value service for the collection, kennelling, return and disposal of stray dogs</li> </ul> | <ul style="list-style-type: none"> <li>● Good health and wellbeing</li> <li>● Sustainable cities and communities</li> </ul>                              |
|                                                                                                                                                              | <p>Protect and enhance the Green Infrastructure network within North Somerset by delivering the actions in the <a href="#">Green Infrastructure Strategy</a>.</p>                                               | <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>                 |
|                                                                                                                                                              | <p>Manage local flood risk by delivering the actions in the <a href="#">Flood Risk Management Strategy</a>.</p>                                                                                                 | <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> |

| 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                                                                                             |
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|                                                                                                                                                                                         | 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>        |
| 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 developing a Community Strategy and action plan                                                                            | <ul style="list-style-type: none"> <li>● Developed 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 projects that support community food programmes                                | <ul style="list-style-type: none"> <li>● Co-produced Food Inequalities Strategy and action plan by the end of 2024.</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                                                                                                                                                                                              |
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| <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">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                                                                                                                                            |
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| <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                                                                                                                                                                                                         |
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| Protect our natural environment and encourage biodiversity.                                                | Ensure Biodiversity Net Gain (BNG) and nature recovery.                                                                                      | <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>                                                                                                           |
| Support our residents to have access to and the skills for good quality jobs that provide a decent income. | Support sustainable growth in the economy and jobs across North Somerset                                                                     | <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> |
|                                                                                                            | Implement the Healthy Workplaces Programme to improve health and wellbeing outcomes for employees within organisations across North Somerset | <ul style="list-style-type: none"> <li>● Increase in the number of workplaces engaged with the Healthy Workplaces Programme</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                                                                                            |
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| <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                                                                                                                       |
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| <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                                                                                                                                                                                        |
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| <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 and Arts Council England, complete the Cultural Action Plan and adopt an updated Cultural Strategy</p> | <ul style="list-style-type: none"> <li>A Cultural Strategy and Action Plan are developed and implemented with a series of focused actions to support placemaking, cultural activity and creative industries.</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                                                           |
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| <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>● Carry out risk-based, routine inspections of trading premises to verify compliance and allow corrective advice and support to be provided</li> <li>● Investigate complaints, focusing on those involving vulnerable consumers, public safety, statutory nuisance and fraudulent practices</li> <li>● Deliver food inspection intervention plan to ensure compliant food businesses.</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                                                                                                                                           |
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| <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 .</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                                                                                                      |
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| 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                                                                                              |
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| <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                                                                                                                 |
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| <p>Get better at how we communicate, inform, consult, engage and co-produce with our communities.</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                                                                                                                |
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| <p>Be a digital first council, tackling digital exclusion, and delivering the best customer experience we can within the budget we have.</p> | <p>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 <sup>EO</sup>.</p> | <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>                                                    |
|                                                                                                                                              | <p>Review the face-to-face provision of customer services ●.</p>                                                                                                                                                                     | <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>                                                    |
|                                                                                                                                              | <p>Review the Digital Strategy including agreed governance and deliver on actions.</p>                                                                                                                                               | <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> |
| <p>Support and develop our workforce to be confident, well-motivated, and empowered.</p>                                                     | <p>Refresh the <b>People Strategy</b> and deliver on the updated action plan.</p>                                                                                                                                                    | <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                                                           |
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| <p>Support and develop our workforce to be confident, well-motivated, and empowered. (cont)</p>      | <p>Deliver the actions in the Wellbeing Action Plan ●.</p>                                                                       | <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> |
|                                                                                                      | <p>Launch a new training platform, to ensure staff can access mandatory training and professional development opportunities.</p> | <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>                                      |
|                                                                                                      | <p>Staff have the IT tools and skills they need to do their job.</p>                                                             | <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>                                      |
|                                                                                                      | <p>Deliver and adopt a corporate travel plan.</p>                                                                                | <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> |
| <p>Support a sustainable financial future for the council through innovation and transformation.</p> | <p>Ensure a balanced budget by end year.</p>                                                                                     | <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>                               |
|                                                                                                      | <p>Deliver on our <b>Medium Term Financial Plan</b> (MTFP) savings through the four year period.</p>                             | <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                                                                                       |
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| <p>Support a sustainable financial future for the council through innovation and transformation. (cont)</p> | <p>Deliver our agreed capital programme.</p>                                                                                   | <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>                                                           |
|                                                                                                             | <p>Ensure directorate transformation programmes are established, monitored, and evaluated throughout the four year period.</p> | <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>                                                           |
| <p>Make the best use of our assets and other resources to deliver value for money.</p>                      | <p>Ensure our assets are fit for purpose and deliver on any savings and/or income targets.</p>                                 | <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>                                                           |
|                                                                                                             | <p>Deliver the accommodation strategy and ensure vacant possession of Castlewood by March 2025.</p>                            | <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>                                                           |
| <p>Ensure our decision making is transparent, evidence based, and outcome focused.</p>                      | <p>Update our decision and committee templates to embed our vision and provide guidance and training for officers.</p>         | <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>Make the best use of our data and information</p>                                                                                              | <ul style="list-style-type: none"> <li>● The Council is using rich data sets to make evidence-based decisions and evaluate the impact of those decisions</li> <li>● Review our provision of open data and ease of 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>Implement the actions from the Local Government Peer Review to develop a vision for community and partner engagement and implement actions</p> | <ul style="list-style-type: none"> <li>● Agree action plan and begin delivery</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)**

