

Appendix 1: Recovery and Renewal Strategy: Annual Review Year 1 April 2021-March 2022

Recovery and Renewal objectives - our 11 steps						
RAG						
Red – Behind schedule – recovery action required						
Amber – Some progress but attention required (situation manageable)						
Green – On target						
Blue - Complete						
	Objective	Lead Officer	Action taken in Year 1 (summary) April 2021-March 2022	RAGB	Direction of travel Year 2 (April 2022-September 2022) next steps (summary)	RAGB
1	Promote decarbonisation and nature recovery: Tackle the climate and ecological emergencies and improve air quality across South Somerset	Vicki Dawson – Katy Menday (Environment COP)	<ul style="list-style-type: none"> Reported on 2020/21 carbon footprint and 6% reduction. Launched a new South Somerset environment website E-scooter trial extended in Yeovil No Mow trials successfully delivered and environment champion seminar arranged to encourage participation in 2022. New wildflower seed giveaway launched to parishes in Feb 2022 Annual air quality status report completed and submitted to DEFRA Monthly Get Sussed delivered Play audit commissioned to inform play and youth standards LAD (Local Authority Delivery Scheme) Residential Park home energy improvements project complete Successful capital bid (property) for decarbonisation works to SSDC estate Successful tree planting programmes across own estate and within community Launched biodiversity advice pack to the parishes Concession agreement for Deletti EV work signed along with some leases Revised action plan agreed for 22/23 		<ul style="list-style-type: none"> Completion of leases due to be signed for Deletti EV charging project Ongoing delivery of PSDS (Public Sector Decarbonisation Scheme) on leisure sites Roll out of SSDC decarbonisation works through capital funding Environment Strategy action plan delivery underway Wildflower seed giveaway training and planting continuing with communities LAD2 engagement with SW energy Hub continuing Environment Champion 	

					engagement programme continues	
2	Good work for all: We aim to help all South Somerset residents into good work. We will support our residents with access to training and further learning to help establish pathways into good jobs	Peter Paddon – Joe Walsh (Economy COP)	<ul style="list-style-type: none"> • Employment Hub funding secured from DWP and Hub Co-ordinator appointed. • Employment Hub (Opportunities Hubs) opened and operating in Yeovil, Chard and Wincanton over 70 individuals have received support. • Provided intense support to Oscar Mayer resulting in 700 individuals receiving employment and skills support. • Redundancy Taskforce with over 20 external organisations facilitated, all now offering tailored support to individuals across South Somerset • Promotion of existing schemes to individuals. • Best practice ‘Redundancy Employment and Skills guide’ produced and distributed • Involvement in County and LEP wide initiatives that assess employment shortages and new training provisions established to enable career transitions. Particularly through the successful Community Renewal Fund projects. • Worked with Yeovil College to offer advice / opinions on local skills requirement. • Launched the Next Gen network for young individuals in South Somerset and beyond • Continued involvement in the South Somerset Supported Employment forum 		<ul style="list-style-type: none"> • Continue to utilise a partnership approach to redundancy support • Continue to work in partnership to promote existing and emerging skills provisions, for example new programmes that Yeovil College have been awarded to deliver • Continue to deliver skills objectives highlighted within the Enterprise, Skills and Innovation Plan • Where appropriate support on the delivery of Community Renewal Fund projects linked with employment and skills • To host a jobs fair in partnership with JCP / DWP / Seetec Pluss and other organisations in Yeovil. 	
3	Rebuilding more inclusive communities and economy: By 2025, all	David Crisfield (Communities COP)	<ul style="list-style-type: none"> • Spark Somerset 22/23 core funding agreed by DX including 5% inflationary uplift • Spark Core funding for 23/24 guaranteed by LGR Programme Board 		<ul style="list-style-type: none"> • Continue to monitor Spark contract and offer support as required. 	

	South Somerset residents will have more opportunities to be involved in community life, ensuring they can volunteer and participate in dynamic community networks.		<ul style="list-style-type: none"> • Covid Outbreak Management Fund grant of £24,000 awarded to Spark to support rural recovery work. • Faith New Deal bid submitted to Department of Levelling Up, Housing and Communities. • Area Community Grants budgets spent in 2021/22. Budgets for 2022/23 confirmed. • Innovation grant provided to YMCA for piloting new forms of promoting and delivering social action with young people. 		<ul style="list-style-type: none"> • Review results from YMCA social action and identify learning and future potential funders. • Focus on promotion of Area Community Grants in the first part of 2022/23 and review in September to assess end of year position and future arrangements. • Identify key social mobility actions to take forward. 	
4	<p>Improving our customer journey (SSDC): By 2023, we want a two-way relationship with customers to create and deliver the best services as efficiently as possible. We want our customers to be able to access, the right information to help themselves and the right service at the right time</p>	Jessica Power + Marie Collins (Protecting Core Services COP)	<ul style="list-style-type: none"> • Good continued focus on new online self-serve online options. Work complete on Licensing, Payments, Planning enforcement. • Technical issues with payments and Civica have reduced but remained an issue in pockets for the call centre. Working closely with digital services to investigate and resolve. • Recruitment is still proving more challenging at present. This is becoming our highest risk area. A permanent indeed advert is now in place to maintain a steady flow of CVs to keep warm. • We are still seeing a rise in complex cases off the back of Covid. Including a surge in mental health and financial hardship related issues. We have a good ongoing partnership working with Citizens Advice. • Focus has commenced on Council Tax (CT) recovery with additional support measures for customers including breathing space and additional trained resource within the Connect team. 		<ul style="list-style-type: none"> • New grade 5 Business Analyst post now in place within the Connect team to push further channel shift improvements and further streamline the customer journey. • Ongoing work with Support Services IT to mirror Contact us with Connect 360 to allow a more efficient customer journey to the right department and reduce un-necessary duplication through Customer Connect. Further 360 scripts that help the team to deal 	

					<p>with calls to be produced to support the team training and reduce pressure.</p> <ul style="list-style-type: none">• Virtual face to face appointments for customers via a teams app on tablets is now signed off and is currently being implemented. Initially to support housing calls within Connect but also to be extended to Tourism and our external partnership working in time to effectively support vulnerable people more timely and effectively.• The covid section on our website is being updated to support the financial impact currently being felt across our district off the back of covid and fuel prices.• Call wait times and average wait times have reduced and measures are being put in place within Connect to work in a different way to further support the call wait time reduction.	
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					<ul style="list-style-type: none"> • A team within Connect have been trained to support the case team with recovery of Council tax. 	
5	<p>A robust economic safety net: For South Somerset to have a strong performing economy achieving higher value jobs, greater inward investment and increased innovation by 2023.</p>	<p>Peter Paddon – Joe Walsh (Economy COP)</p>	<ul style="list-style-type: none"> • Administered grant support to over 1,400 businesses worth over £12m in addition to the grant funded provided in previous stages on the pandemic. Included within the £12m of grant support was the full utilisation of Additional Restrictions Grant funding. • Agreement from the Place Leadership Group and other key organisations to work in partnership to deliver economic growth in the area. • Consultants appointed to produce an Enterprise, Innovation and Skills Action Plan to be delivered by the above. • Enterprise, Innovation and Skills Action Plan produced and general agreement sought from PLG. • Business support promoted through social media, newsletters, events. • Initiatives such as M-Hub, Crewkerne Business Group, Yeovil Chamber supported through attendance and steering group membership. • Contributed to the assessment of carbon reduction grants, and supported / promoted initiatives that had environmental benefits to businesses. • Launched the Somerset Catalyst Programme Phase 2 through the Community Renewal Fund • Worked in partnership with SCC + Somerset Districts to appoint the HotSW LEP to provide a bespoke Inward Investment service for Somerset. Funded through the Business Rates Retention Pilot. • Consultants appointed to further develop the Enterprise, Innovation and Skills action plan to become bid ready for future funding opportunities 		<ul style="list-style-type: none"> • Continue to work in partnership with the Place Leadership Group and other organisations to deliver the Enterprise, Skills and Innovation Plan. • Continue to support and promote existing business support provisions • Review and act upon the UK Shared Prosperity Fund guidance once released (anticipated in April 2022) • To work closely with the HoTSW LEP to deliver inward investment in South Somerset 	

6	<p>Promoting health and well-being: South Somerset residents will have access to physical and social health & well-being activities, events and support programmes so that the people of South Somerset feel more positive about their health and well-being as well as supported in places where they live, learn, work and play.</p>	David Crisfield (Communities COP)	<ul style="list-style-type: none"> • Countryside ranger team delivered 30 public events across countryside sites during summer holidays with over 1900 participants as part of <i>Summer of Play</i> initiative. • Opened a new community space at Yeovil Recreation Centre alongside a café to improve community networking at the site. Community space well received and used by a range of groups including weekly Alzheimer’s Society support group, new parents group, exercise classes, Martock carers group, SASP, YMCA and a range of other providers and organisations • As restrictions have allowed in final quarter forest school and group sessions have restarted – Community Heritage officer has provided a series of free sessions to MIND and Yeovil4families at countryside sites in Yeovil, Ham Hill and Chard. • New visitsouthsomerset.com website launched to showcase the district; includes explore pages for countryside sites with a range of events and free downloadable guides and activity sheets. • Despite some pauses in volunteering, some 2,000 countryside volunteer days donated across the sites. Volunteering opportunities broadened to provide a greater range of times and types of session. • Funding support provided to Love Yeovil to run a range of town centre-based positive events to encourage access to wellbeing activities. • Funding, venue and officer support for the Yeovil multicultural event held in August 2021. • Covid Outbreak Management Fund grants totalling £89,300 provided to MIND, Yeovil Community Church, Balsam Centre, Citizens Advice South Somerset and 11 x Food Banks for services contributing to people’s physical and mental wellbeing. • £164,150 of Community Resilience Funding provided to Freedom Leisure, Somerset Families Programme, MIND, Citizens Advice South Somerset, CAP, Westfield 	<ul style="list-style-type: none"> • Continue to provide free sessions to Yeovil4Families with a particular focus on Chard. • Deliver a free children trail leaflet for Chard reservoir and market to local families. • Deliver Green Grants scheme in Yeovil – offering free drop in wildlife sessions at Yeovil Country Park. • Deliver a diverse range of countryside events – including some free events – across the natural greenspaces. • Work with sports clubs & coaches to develop holiday activities at Yeovil Recreation Centre. • Progress the Ham Hill Heritage Fund project to set up a Volunteer Hub and recruit a new member of grant-funded staff to deliver engagement and volunteer opportunities. 	
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			<p>Community Association and joint District Council Better Lives project for services contributing to people's physical and mental wellbeing.</p> <ul style="list-style-type: none"> • Majority of walks have re-established post Covid. Clearer idea of underserved areas. • Freedom Leisure draft active communities development plan produced and supported with £10K COMF grant 		<ul style="list-style-type: none"> • Review the learning from Love Yeovil positive events & wellbeing activities and identify future funding opportunities. • Outcomes report on the impact of the COMF funding provided, by Dec 22. • Outcomes report on the impact of the CRF funding provided, by Dec 22. • Funding for health Walks secured from Public Health for 2022/23. Work with SASP, Freedom Leisure and others to promote health walks in identified underserved areas. <p>Agree final draft of Freedom Leisure Active Communities Development Plan and delivery and spend of COMF grant.</p>
7	Tackling inequalities: By 2023, develop a new Community Strategy with our voluntary sector	David Crisfield (Communities COP)	<ul style="list-style-type: none"> • Freedom Leisure draft active communities' development plan produced. • Additional support for CASS to expand access to information & advice via out of hours and remote access. 		<ul style="list-style-type: none"> • Review with CASS the reach and impact of expanded access to information & advice.

	partners to build on the assets and strengths that exist in all South Somerset communities to coherently address the causes and consequences of economic, social and health inequalities.		<ul style="list-style-type: none"> • South Somerset Families Programme to support vulnerable families is funded and now fully operational in Chard, Wincanton and Western Yeovil. • Christians Against Poverty provided with £15,000 CRF grant to expand their service into smaller communities e.g. Crewkerne. 		<ul style="list-style-type: none"> • Review impact of outcomes of the CAP CRF funding. • Ensure core funding for the South Somerset Families Programme is secured for 2022/23 and an evaluation framework agreed and delivered.
8	Increasing digital access: Every South Somerset resident and business will have good connectivity, basic digital skills and access to a device or support they need to be online by 2026.	Peter Paddon – Joe Walsh (Economy COP)	<ul style="list-style-type: none"> • Workshops convened with Members to increase their knowledge on available schemes speakers included; Connecting Devon and Somerset, Wessex Internet, Jurassic Fibre and Konnect Wifi • Broadband Directory published and distributed across South Somerset to include information on available providers who are actively building networks within the district • Advice provided to businesses and residents through online meetings, emails and SSDC's website • Connecting Devon and Somerset programmes promoted through Economic Development E-Newsletter and SSDC's Social Media channels. Programmes include: <ul style="list-style-type: none"> ○ Phase 2 of superfast programme ○ Mobile Boost Scheme (boosting mobile coverage) ○ Relevant voucher schemes (including the national Gigabit Voucher Scheme) • A 'South Somerset Get Digital' event was organised and hosted. Over 40 individuals attended and it was open to members of the public and Councillors. Presentations included: Connecting Devon and Somerset, Wessex Internet, Jurassic Fibre, Konnect Wifi, Spark Somerset, 		<ul style="list-style-type: none"> • Update and distribute the Digital Connectivity Directory • Continue to meet with broadband providers and Connecting Devon and Somerset to shape delivery within South Somerset • Continue to promote schemes that increase access to mobile networks • Promote Digital Skills opportunities within South Somerset including Yeovil College new programmes, Digital Skills Partnership and Growth Hub schemes

			Yeovil College and the Heart of the South West Digital Skills Partnership.			
9	Support the development and enhance the future prospects of our young people: By 2025, all more vulnerable young people can access proactive support and personal development activities. Also in place will be structured opportunities for young people to develop their confidence and skills in leading innovative social action across the District.	David Crisfield (Communities COP) Peter Paddon – Joe Walsh (Economy COP)	<ul style="list-style-type: none"> • Additional financial support provided to Somerset Mind to provide low-level support and social activities for young people and young adults in Yeovil, Chard and Castle Cary. • Support provided to the YMCA to expand their summer programmes and to pilot new ways of promoting social action with young people and young adults. • A bid was submitted to the Community Renewal Fund to focus on social mobility. Unfortunately, this was unsuccessful. Funding from the Recovery Reserve will allow us to progress with particular aspects of this submission and deliver social mobility opportunities within the area. • Physical activity and self-defence programme targeting girls and young women in disadvantaged areas commissioned from SASP (Somerset Activity & Sports Partnership). • Funding secured for innovative young adults resilience work. 		<ul style="list-style-type: none"> • Actively link Somerset Mind provided low-level support and social activities for young people and young adults to DWP funded job clubs. • Review YMCA social action pilots to capture learning and identify funding opportunities. • Review outcomes of the SASP commissioned physical activity and self-defence programme for girls and young women. • Provide grant of £26,000 from Community Resilience Fund to Youth Providers in targeted areas of Yeovil. • Outcomes report on the impact of the CRF youth funding provided, by Dec 22. 	
10	Healthy food, healthy activities: By 2023 a	David Crisfield (Communities COP)	<ul style="list-style-type: none"> • The 12-month countywide Food Pantry project has now been rolled out with a full time project manager seconded from Somerset West and Taunton Council and funding to support up to 4 new Pantries per District. 		<ul style="list-style-type: none"> • Continue to keep watching brief on the resilience of our Food Banks and respond to 	

	structured local approach and programme of activities are in place to ensure greater and secure access to healthy food, access to active green spaces (including growing spaces) and the promotion of tailored physical activity opportunities.		<ul style="list-style-type: none"> • A Pantry Scheme has been established independently at the Westfield Community Centre in Yeovil and there is a group working towards establishing a Food Pantry and co locating the existing Food Bank, in Chard. There is also a new community food project akin to a Food Pantry that has been set up in Castle Cary by Cary Cares. • Grants totalling £24k awarded to 11 South Somerset Food Banks • Somerset Community Food was established as an independent charity in 2021. This supports existing and new Food Growing and Cooking Projects across the county with access to support training and resources. South Somerset has approximately 12 local projects whose details can be accessed via the Food Projects map https://www.somersetcommunityfood.org.uk/projects/map 		<p>any emerging issues created by the impacts of rising energy, fuel and food costs, rising inflation and the increase in NI.</p> <ul style="list-style-type: none"> • Food Resilience issues will continue to be planned and monitored on a regular basis by the Food Resilience Working Group • Will continue to work with the Food Pantry project to help identify and support new potential Food Pantry projects in South Somerset. 	
11	High streets for all: Deliver our ambitious Yeovil, Chard and Wincanton regeneration programmes, enhance our public spaces and create new exciting new uses for underused high street buildings	Natalie Fortt Peter Paddon – Joe Walsh (Economy COP)	<ul style="list-style-type: none"> • Continued to work with Town Councils, the County Council, Police and other key stakeholders to ensure the safe re-opening of high streets within our Market Towns. • Welcome Back Fund fully distributed and spent in partnership with Town Councils • Between April 2021-March 2022 £138,000 of Market Town Investment Group funding was invested into the market town centres and environment projects which was match funded by the Town Councils equating to projects of over £278,000 delivered. 		To progress additional MTIG projects and ensure committed funding is spent in the required timescales.	
			Yeovil Refresh		Yeovil Refresh	

in our key market towns.	<ul style="list-style-type: none"> Started on site on Westminster Street and Wine Street public realm works. Completed procurement and tender process for Wayfinding System. Commenced procurement for Middle Street West, Middle Street East, Borough and High Street sections of the public realm improvements. Commenced design of Wyndham Street Area and tender issued. Consulted on the designs for phase 2 of the Walking and Cycling package. 		<ul style="list-style-type: none"> Commence on site public realm improvements at the Triangle Produce a Town Centre Initiative Strategy Appoint contractor for remaining public realm works 	
	<p>Chard Regeneration</p> <ul style="list-style-type: none"> The Chard Leisure Centre is complete and opened on November 8th. The leisure centre includes a swimming pool, gym and exercise studios and café and soft play area. Commenced construction of the public realm areas in the town centre. Appointed accredited conservation architect and launched the Building Repair Grant scheme. Shopfront Design Guide adopted as Supplementary Planning Document (SPD) 		<p>Chard Regeneration</p> <ul style="list-style-type: none"> Completion of public realm works including the Easter Gateway Building Repair Grants awarded Increase community and cultural engagement 	
	<p>Wincanton Regeneration</p> <ul style="list-style-type: none"> Finalised RIBA 3 designs for three public realm areas and progress to RIBA stage 4 for submission to Stage 2 Highway Safety Audit. Secured necessary legal agreements and Traffic Regulation Orders. Public Realm works invitation to tender issued for three areas of; Market Place, Central High Street and Carrington Way Increased promotion of the Events and Activities Grant fund with ten events awarded grant funding. 		<p>Wincanton Regeneration</p> <ul style="list-style-type: none"> Award Public Realm contract and start works Launch Building Improvement Grant Scheme Submit to Government Levelling Up Fund application to include Wincanton Co-working Further promotion of the Events and Activities Grant fund 	