

Appendix 1: Recovery and Renewal Strategy: six months' progress summary

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						
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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 arrange to encourage participation in 2022 • Annual air quality status report completed and submitted to DEFRA • Monthly Get Sussed delivered • Play audit commissioned for open spaces strategy • LAD (Local Authority Delivery Scheme) Residential Park home energy improvements project complete 		<ul style="list-style-type: none"> • Concession agreement and leases due to be signed for Deletti EV charging project • Discussion ongoing to enable PSDS (Public Sector Decarbonisation Scheme) delivery • Environment Strategy delivery plan commenced • Wildflower seed giveaway planned for winter 2021/21 • LAD2 engagement with SW energy Hub • Awaiting Sustainable Warmth grant bid outcome • Awaiting Forestry Commission planting bid outcome 	

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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. • Chard employment hub launched. • 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. 		<ul style="list-style-type: none"> • Launch further employment and skills hubs in Yeovil and Wincanton • Continue to utilise a partnership approach to redundancy support • Work in partnership to promote existing and emerging skills provisions, for example new programmes that Yeovil College have been awarded to deliver • Deliver skills objectives highlighted within the Enterprise, Skills and Innovation Plan 	
3	Rebuilding more inclusive communities and economy: By 2025, all	Leigh Rampton – David Crisfield	<ul style="list-style-type: none"> • Spark Somerset Core grant for 2021/22 confirmed. Funding for 2022 to 2024 being reconsidered as part of the move to Unitary Council arrangements. • Faith New Deal bid submitted to Department of Levelling Up, Housing and Communities. 		<ul style="list-style-type: none"> • Report to DX on Spark Somerset funding 2022 onwards scheduled for January/February 2022. 	

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	South Somerset residents will have more opportunities to be involved in community life, ensuring they can volunteer and participate in dynamic community networks.	(Communities COP)	<ul style="list-style-type: none"> Area Community Grants are being reviewed to make the application process simpler and to encourage new approaches and new groups to come forward. 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 potential funders. Review of Area Community Grants completed and discussed with updated forms and website content tested. Identify key social mobility actions to take forward. 	
4	Improving our customer journey (SSDC): By 2024, we want a two-way relationship with customers to create and deliver the best services as efficiently as possible. We	Jessica Power (Protecting Core Services COP)	<ul style="list-style-type: none"> Good continued focus on new online self-serve options. Work progressing on Licensing, Payments, Planning enforcement. Chat-bot options being explored for our web pages. Technical issues with payments and my account have caused an increase in contact to the call centre. Wait times have increased considerably over this period but are now starting to reduce. Major issues with backlogs of work are affecting call volumes. Mainly through Revenues (5841 tasks outstanding), Benefits (oldest work July 21 and 1689 outstanding), Housing (Supporting evidence for existing 		<ul style="list-style-type: none"> Close working focus with IT to improve reliability of technology for Customer Connect and the self serve options Working with Support Services IT to mirror Contact us with Connect 360 to allow a more efficient customer journey to the right 	

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	want our customers to be able to access, the right information to help themselves and the right service at the right time		<p>active applications dating from 24th April. New applications waiting to be activated from 2nd July and Change of Circumstances applications are completed daily).</p> <ul style="list-style-type: none"> • Recruitment is proving more challenging at present. Customer Connect would usually see in excess of 80 applications for external vacancies, our last advert pulled in 8. Only 2 of which were suitable to interview. • We are 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 partnership working with Citizens Advice. • Focus has commenced on CT recovery with additional support measures for customers including breathing space and additional trained resource within the Connect team. • Recycle More launch caused numerous complaints to staff from the public due to driver shortages combined with the move to collections every 3 weeks and missed collections. 		<p>department and reduce un-necessary duplication through Customer Connect.</p> <ul style="list-style-type: none"> • Business Analyst post brought into Connect to specifically work on customer end to end process and self service improvements enabling IT to focus more on the build work required. • Investigating options for virtual face to face appointments for customers via a teams app on tablets. Initially to support housing calls within Connect but also to be extended to Tourism and our external partnership working in time to effectively support 	

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					vulnerable people more timely and effectively.	
5	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.	Peter Paddon – Joe Walsh (Economy COP)	<ul style="list-style-type: none"> Administered grant support to over 1,400 businesses worth over £9m in addition to the grant funded provided in previous stages on the pandemic. 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. 		<ul style="list-style-type: none"> To evaluate the discretionary grant funding provision and re-launch a scheme that reflects the needs of local businesses. Inward investment work to re-commence in partnership with SCC and other districts – funded through the Business Rate Retention Pilot. 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 	

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					business support provisions	
6	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	Leigh Rampton – 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. • Funding support for 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. • Developing leisure services vouchers model for distribution to vulnerable individuals and households e.g. via foodbanks, temporary accommodation etc. • Scoping the development of new walking groups in identified underserved areas • Freedom Leisure draft active communities development plan produced. 		<ul style="list-style-type: none"> • Review the learning from Love Yeovil positive events & wellbeing activities and identify future funding opportunities. • Market test the leisure service voucher distribution to vulnerable individuals and households through foodbanks, job clubs and temporary accommodation etc. • Complete scoping the development of new walking groups in identified underserved areas. 	

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	they live, learn, work and play.				<ul style="list-style-type: none"> Final Freedom Leisure active communities' development plan agreed. 	
7	Tackling inequalities: By 2023, develop a new Community Strategy with our voluntary sector 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.	Leigh Rampton – David Crisfield (Communities COP)	<ul style="list-style-type: none"> Additional funding provided to Spark to lead the development of a collaborative South Somerset health & wellbeing framework to address health inequalities. 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. South Somerset Families Programme to support vulnerable families is funded and now fully operational in Chard, Wincanton and Western Yeovil. Christians Against Poverty funded to expand their life skills programme into smaller communities e.g. Crewkerne. 		<ul style="list-style-type: none"> Work with Spark to deliver the collaborative development of a South Somerset health & wellbeing framework to address health inequalities. Review with CASS the reach and impact of expanded access to information & advice. South Somerset Families Programme evaluation framework agreed and additional evaluation resources secured. Initial Christians Against Poverty life-skills 	

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					programmes commences in two smaller communities.	
8	<p>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.</p>	<p>Peter Paddon – Joe Walsh (Economy COP)</p>	<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) 		<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 • Deliver an online or in person event that allows residents to meet with local providers and discuss connectivity opportunities 	

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					<ul style="list-style-type: none"> Promote Digital Skills opportunities within South Somerset including Yeovil College new programmes, Digital Skills Partnership and Growth Hub schemes 	
9	<p>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</p>	<p>Leigh Rampton – David Crisfield (Communities COP) Peter Paddon – Joe Walsh (Economy COP)</p>	<ul style="list-style-type: none"> Additional support for Somerset Mind to provide low-level support and social activities for young people and young adults in Yeovil, Chard and Castle Cary. Support for 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. Identify a few key social mobility activities for identified social mobility areas. 	

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	structured opportunities for young people to develop their confidence and skills in leading innovative social action across the District.				<ul style="list-style-type: none"> Review targeting of physical activity and self-defence programme targeting girls and young women. Publicise funding opportunities for innovative young adults' resilience work. 	
10	Healthy food, healthy activities: By 2023 a 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	Leigh Rampton – 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. 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. We continue to have a strong network of Food Banks across the District with whom we remain in contact so as to be able to respond effectively if there is a change in circumstance affecting their capability. 		<ul style="list-style-type: none"> An allocation of £2k per Food Bank in South Somerset has been set aside to cover any additional costs that may arise due to increased demand created by the end of Furlough, scrapping of the UC uplift and increase in fuel and other day to day costs. It is planned to distribute these funds in Q4 of 2021/22. 	

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	growing spaces) and the promotion of tailored physical activity opportunities.		<ul style="list-style-type: none"> 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 		<ul style="list-style-type: none"> Food Resilience issues will continue to be planned and monitored on a regular basis by the countywide Community Resilience Partnership (successor to the Covid Brokerage Cell). 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	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. 9 Town Councils awarded ‘delivery partner’ status to progress spend associated with the Welcome Back Fund, £138,000 of the c. £149,000 allocation currently awarded. Provided Market Town Investment Group funding applications of over £285,000 of SSDC investment which will 		<ul style="list-style-type: none"> To continue to work with Town Councils to fund projects that support high streets through the Welcome Back Fund and Market Towns Investment Group 	

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	public spaces and create new exciting new uses for underused high street buildings in our key market towns.		be match funded by Town Councils equating to over £539,000 of investment within our market towns. Launched an MTIG Fund specifically aimed at environmental benefits within Town Centres.			
			Yeovil Refresh <ul style="list-style-type: none"> Completed the Future High Street Fund process to secure external funding and gained approval for the SSDC match funding required to deliver the public realm improvements in the town centre. Secured the necessary legal agreements and permissions for the public realm works and concluded the procurement processes for the Westminster Street and Triangle/Wine Street contracts. Commenced procurement process for the new Wayfinding System. Completed both phase 1 and phase 2 designs for the town centre Walking and Cycling Package. Issued Bus survey to help inform final designs for the Borough area and High Street. 		Yeovil Refresh <ul style="list-style-type: none"> Complete procurement and tender process for Wayfinding System. Commence procurement for Middle Street West, Middle Street East, Borough and High Street sections of the public realm improvements. Commence Design of Wyndham Street Area. 	

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					<ul style="list-style-type: none"> Consult on the designs for phase 2 of the Walking and Cycling package. 	
			<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. The public realm designs have been finalised and submitted to the Highways Authority for the Road Safety and Technical Audit. The procurement process to select a construction contractor has been completed and work has begun onsite. Traffic Regulation Orders have been submitted and various legal consents and agreements have been secured. The Community Engagement Plan has been finalised and work has begun on three initial projects - heritage walks and a high street histories project working with businesses, both led by Chard Museum, and a display and booklet is being designed which can be used at community events. An accredited conservation architect has been appointed to the Chard HSHAZ to assist the Building Repair Grant scheme. 		<p>Chard Regeneration</p> <ul style="list-style-type: none"> Complete the build process and officially open the leisure centre. Commence construction of the public realm areas in the town centre. Seek quotes for and appoint accredited conservation architect. Agree grant application process and launch the Building Repair Grant scheme. Begin consultation on the Shopfront Design Guide and prepare draft document. 	
			Wincanton Regeneration		Wincanton Regeneration	

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			<ul style="list-style-type: none"> • Continued to liaise with key owners about intentions for re-use or disposal of land/property. Commenced site investigations in regard to developing a public square. • All areas of public realm designs completed to RIBA stage 2. Response prepared and submitted to Stage 1 Highway Safety Audit. • Funding has been awarded as part of the Events and Activities Grant scheme with the first two funded events (Secret Storyteller & Town Festival) generating good footfall and drawing in new people to the town centre. 		<ul style="list-style-type: none"> • Finalise RIBA 3 designs for three public realm areas and progress to RIBA stage 4 for submission to Stage 2 Highway Safety Audit. Complete procurement process for the construction of the three public realm areas. Secure necessary legal agreements and Traffic Regulation Orders. • Review Wayfinding options and agree plan for implementation. • Continue to seek external funding opportunities. • Increase promotion of the Events and Activities Grant fund. 	