



Craven District Council Publication Scheme

Guide to Public Information

This Version Last Updated November 10, 2016

This document is Craven District Council's Publication Scheme (or 'Guide to Public Information') for the purposes of Sections 19, 20 and 21 of the Freedom of Information Act 2000.

The primary aim of the Scheme is to be a general guide for the public in terms of what information should be routinely available to them simply by accessing the Council's website or upon request. This is part of the Council's drive towards improving delivery of services to the public as well as greater openness and accountability for the Council's decision-making process. The contents of the Scheme will be kept as comprehensive and up-to-date as possible. The detailed Guide to information is at Annex 1 Page 5.

Any general queries or assistance should be made to accesstoinfo@cravencd.gov.uk, by writing to the Information Governance Officer, Craven District Council, Granville Street, Skipton, BD23 1PS, or by phoning 01756 706336. General feedback or suggestions concerning the Scheme are also welcome.

For more general queries concerning actual services please contact the Council's customer services centre 'Contact Craven' on 01756 700600 or in person at Skipton Town Hall or Settle Town Hall, see Annex 2 Page 11 and Page 12 for the Council's A-Z of key services. Some information is also available at local libraries.

The Scheme falls into the following broad areas:

- **Who we are and what we do**

Organisational information, location and contacts, constitutional and legal governance.

- **What we spend and how we spend it**

Financial information relating to projected and actual income and expenditure, tendering, procurement and contracts.

- **What our priorities are and how we are doing**

Strategy and performance information, plans, assessments, inspections and reviews.

- **How we make decisions**

Policy proposals and decisions. Decision making processes, internal criteria and procedures, consultations.

- **Our policies and procedures**

Current written protocols for delivering our functions and responsibilities.

- **Lists and registers**

Information held in registers required by law and other lists and registers relating to the functions of the authority.

Services provided by the Council

Advice and guidance, booklets and leaflets, transactions and media releases. A description of the services offered.

The Classes of Information

The broad Classes of Information the Council has used for the purpose of this Publication Scheme are outlined in Annex 1 (as recommended by the Information Commissioner).

Each broad Class is split into more specific sub-headings of information and where these exist on the Council's website (www.cravendc.gov.uk) specific hyperlinks to the relevant website page are supplied.

Generally speaking the information will be for current or recent activities and documents. If the information is unavailable on the website then a request can be made for the relevant information by phone, letter or in person using the various contacts listed in Annex 2 (A-Z of Key Services).

Format of Information

Information on the Council's website will be in text format or available as a document download, generally in word or PDF format. In some instances this information may be in excel format or another type of data file such as CSV.

If the information on the website is not in a suitable format it can be provided in alternative formats on request. These formats include formats such as another language, audio or Braille.

Charges

The Council will not generally charge for either access to or a copy of information. However, requests for multiple print-outs, or for archived copies of documents, may attract a charge for the cost of retrieval, photocopy, postage etc. Some charges are statutory as set by fees regulations whilst others may be set at reasonable rates in line with Information Tribunal recommendations. We will let you know of any charges required at the time of request. The charge would be payable in advance.

Generally as part of 'access to information', copies of documents requested are either free or a discretionary rate of 10p/sheet to recover nominal photocopying costs which is in line with Information Tribunal guidance. If charges are to be applied then requesters will be informed when requesting copies of information. Statutory charges will be applied as allowed for under legislation – again requesters will be informed, some of these include some building control and planning documents and electoral registers. It should be noted that the charging referred to here only applies to copies/copying of documents as part of 'access to information' but not for actual services such as car parking which apply appropriate charges which are available upon request.

Review of the Scheme

The Publication Scheme will be kept under review on a regular basis. New classes of information will be added on an ad-hoc basis as and when they arise. A full review of the

Scheme will be undertaken every three years, or as otherwise directed by the law or advised by the Information Commissioner.

Comments as to additional information that could be added to the Scheme or suggestions for improving the Scheme are welcomed and should be forwarded to the Democratic Services Manager at accesstoinfo@cravencd.gov.uk or the address above.

The Council's Constitution, Democratic Structure, Decision Making and Public Rights

Introduction

The Council exists to deliver public services and governs accordingly recognising the importance of involving the public in the decisions it makes. The Council operates a modernised committee system of making decisions ('alternative arrangements'). This was introduced in May 2002 and encourages Councillors to spend more time in the community, listening to people's views and concerns and acting as leaders of the community to promote a better quality of life for those who live and work in the District.

The modernisation reduced the number of committees and introduced an improved system of overview and scrutiny to ensure adequate checks and balances on those who make the decisions and to enhance the quality of outcomes. From May 2007, more significant changes were introduced with committees further streamlined to improve decision making.

The current system has brought about the following benefits:

- Efficiency - streamlined to enable decisions to be made more quickly.
- Transparency - people will be able to see who is responsible for decisions and how best to make representations to the decision makers.
- Accountability - everyone will be able to find out about decisions which have been made and the system will enable the review and scrutiny of any decisions made by Council Members who were not involved in that decision.

The Council is responsible for a range of services. It operates through a 'two-tier' local government system with North Yorkshire County Council responsible for a number of other matters such as education and transport across the whole of North Yorkshire. The County Council generally considers Craven issues through area committees (County Councillors representing Craven) with area management (County officers) responsible for operational delivery of those services.

The Constitution

The Council's [Constitution](#) consists of a number of documents that, under the Local Government Act 2000, are required to be brought together and made available for public inspection. The Constitution is divided into Articles which set out the basic principles (or rules) that govern the way the Council operates and makes decisions. The other parts of the Constitution include details of the Council and the committees to which the Council has delegated various powers, the functions that are the responsibility of the Policy Committee; the terms of reference of the various other committees and bodies; the standing orders that regulate the proceedings at meetings; financial regulations; the code of practice for the procurement of works, supplies and services; codes of conduct for members and employees;

the schedule for the payment of member's allowances; and a description of the management structure of the council's workforce.

The Constitution is a 'live' document with changes to rules and procedures ongoing. Some of these processes are required by law, while others are initiatives that the Council has adopted. Whilst the Constitution ensures proper democracy it is also about achieving the best outcomes from effective decision-making, for the benefit of the community. The Constitution includes 16 Articles (Part B of the [Constitution](#)), which set out the basic rules governing the Council's business. The remaining parts of the Constitution cover responsibilities, terms of reference, and the composition of committees; delegated responsibilities of employees; rules and procedures governing committees and policies; codes of conduct and protocols; councillors' allowances scheme; and the Council's management structure.

Democratic Structure

The Council is made up of 30 [Councillors](#) (or 'Members') with approximately one-third elected in three out of every four years. Councillors are democratically accountable to the electorate of their Ward. The overriding duty of councillors is to the whole community, but they have a special duty to their constituents, including those who did not vote for them.

Councillors have to agree to follow a Code of Conduct (Part E of the [Constitution](#)) to ensure high standards in the way they undertake their duties. The Council's Standards Committee provides training and advice on the Code of Conduct. The Council has also introduced a number of protocols to complement the Code of Conduct and give guidance to councillors in undertaking some of their duties and responsibilities.

All councillors meet together and the Council Meetings are normally open to the public. Here councillors decide the Council's overall policies and set the budget each year. The Council appoints and holds to account the committees and sub-committees and also sets the policy and budget framework. The Council is responsible for all of the Council's functions and services, and delegates some of its powers and duties to committees, sub-committees, panels and officers.

Decision Making

Policy Committee

The [Policy Committee](#) and its sub-committees make most day-to-day non-operational decisions for the various functions for which the Council is responsible. Other committees carry out regulatory functions, including dealing with planning applications, licensing and other matters.

Overview and Scrutiny

The [Overview and Scrutiny Committee](#) complements the work of the Policy Committee and the full Council as a whole. It is involved in considering topics varying from reviewing and developing policy, the Council's budget, service delivery and monitoring the Council's performance in various areas, to matters of concern to a particular community or section of the community. These meetings allow the public to have a greater say in Council matters by inviting members of the public to their meetings to air their views on such matters. Consideration of these topics usually leads to reports incorporating recommendations to either the Policy Committee or the full Council (and in some cases external bodies). Overview

and Scrutiny is also responsible for holding the decision makers to account and can 'call-in' decisions for further consideration if necessary.

Public Participation

Meetings of the Council's committees are open to the public, except where personal or confidential matters are being discussed.

The Council's Employees (or 'Officers')

The Council has people working for it (paid employees or 'officers') to give advice, implement decisions and manage the day-to-day delivery of its services. Some officers have a specific duty to ensure that the Council acts within the law and uses its resources wisely. A protocol governs the relationships between Members of the Council and its officers. Officers are also subject to a Code of Conduct, Part E of the [Constitution](#).

Detailed Guide to Public Information

Who we are and what we do

Organisational information, structures, location and contacts

- **Council Constitution** See [Constitution](#).
- **Council democratic structure** See [Democracy](#)
- **Council directorate structure** See [Structure of the Council](#).
- **Contact details for the Council** See [Customer Services](#) and [Contact Us](#).
- **Details of our main offices and opening times** See [Contact Us](#).
- **Currently elected Councillors information and contact details** See [Councillors](#).
- **Most recent election results** See [Election results](#).
- **Relationships with other authorities** See [Constitution](#) Part B Article 10 – Partnerships – and Article 11 – Joint Arrangements. North Yorkshire County Council are responsible for providing a number of services ([Home: North Yorkshire County Council](#)).

What we spend and how we spend it

Financial information about projected and actual income and expenditure, procurement, contracts and financial audit

- **Financial statements, budgets, and variance reports** See [Council Finances](#).
- **Capital programme** See [Budget](#).
- **Financial audit reports** The Council produces an annual [Statement of Accounts](#) The Council's Internal Audit team produces a variety of internal audit reports related to the financial matters of the Council. These reports are received at meetings of the Council's [Audit and Governance Committee](#).
- **Members Allowances and the allowances paid under it to councillors each year** See [Members' Allowances Scheme](#).
- **Staff allowances and expenses** Information on the categories of allowances and expenses that can be claimed by staff and details of totals claimed by senior staff can be obtained by contacting the Council's HR Team humanresources@cravendc.gov.uk or 01756 706209.
- **Pay and grading structure** Information on the Council's pay and grading structure , outlining details of posts and broad pay levels can be obtained by contacting the Council's HR Team humanresources@cravendc.gov.uk or 01756 706209.
- **Election expenses** Returns or declarations and accompanying documents relating to election expenses sent to the council can be obtained by contacting the Council's Election Officer elections@cravendc.gov.uk or 01756 706241.
- **Procurement procedures** See Part 6 Schedule 6 of the [Constitution](#) for Contract Procedure Rules.
- **Details of contracts currently being tendered** The Council utilises the [Supplier and Contract Management System](#) where relevant for tenders. Further information on tenders can be obtained from the Council's Insurance, Risk and Procurement Manager.

- **List of contracts awarded and their value** The Council utilises the [Supplier and Contract Management System](#) where relevant for tenders. Further information on tenders can be obtained from the Council's Insurance, Risk and Procurement Manager.
- **District auditor's report** See [Annual Audit Letter](#) and [Annual Governance Report](#).
- **Financial statements for projects and events** Details of expenditure related to specific projects can be obtained by contacting the Council's finance team via 01756 700600 email contactus@cravenc.gov.uk Details of specific regeneration projects can be found at [Regeneration Projects](#).
- **Internal financial regulations** See Financial Procedure Rules, Part D of the [Constitution](#).
- **Funding for partnership arrangements** Information relating to the funding of specific partnerships can be contacting the Council's finance team via 01756 700600 email contactus@cravenc.gov.uk For some related information see [Craven Community Safety Partnership](#) and Article 10 – Partnerships – and Article 11 – Joint Arrangements of the [Constitution](#). The Council also provides ([Community Grant Funding](#)) to organisations and groups across Craven.

What our priorities are and how we are doing

Strategies and plans, performance indicators, audits, inspections and reviews

- **Annual reports** The Council does not produce an overarching annual report. Information relating to annual performance against the Council's finances is contained within the [Statement of Accounts](#).
Performance against the Council Plan is obtained within the Council's (Performance Reports). The District Auditor produces an [Annual Audit Letter](#) and [Annual Governance Report](#) on the Council.
- **Strategies and business plans for services provided by the council** The Council has a number of strategies and plans in place to deliver services. The Council's overarching strategic plan is known as the [Council Plan](#). This plan contains a list of key strategies and plans within the Council; these can be obtained on request by contacting performance@cravenc.gov.uk .
- **Best Value local performance plan** The Council is no longer required to produce a Best Value Performance Plan. However, performance reports are produced on a quarterly basis see [Performance Reports](#).
- **Internal and external organisation performance reviews** The Council's Overview and Scrutiny Performance Working Group undertake performance reviews of specific services and functions provided by the Council in accordance with an agreed work programme. The results are reported to meetings of the [Overview and Scrutiny Committee](#) and / or [Policy Committee](#). The Overview and Scrutiny Committee produce an [annual O & S report](#) in respect of their work.
- **Strategies developed in partnership with other authorities** The Council has a number of strategies and plans in place to deliver services in partnership with other authorities and partners. The [Council Plan](#) contains a list of key strategies and plans within the Council including joint strategies; these can be obtained on request by contacting performance@cravenc.gov.uk. Specific strategies include the [Craven Community Safety Partnership Plan](#), the [York, North Yorkshire and East Riding Housing Strategy](#), and the

Waste Management Strategy via the [North Yorkshire and York Waste Management Partnership](#) .

- **Economic development action plan** The Council has produced an [Economic Development Strategy](#) and associated Action Plan.
- **Forward plan** The Council's priorities for the next three years are listed in the [Council Plan](#).
- **Capital strategy** The Council has an agreed Capital Programme in place. See [Budget](#).
- **Best value performance indicators** Best Value Performance Indicators have been replaced by National Indicators which will now be abolished from 31st March 2011. The Council produces performance reports on a quarterly basis on data which includes the current National Indicators see [Performance Reports](#).
- **District auditor's reports on the best value performance plan and performance indicators.** The Council is no longer required to produce a Best Value Performance Plan; however the District Auditor produces an Annual Report on the general performance of the Council. See [Annual Audit Letter](#).
- **Comprehensive area assessment** The Government has abolished this assessment which replaced Comprehensive Performance Assessment.
- **Local Area Agreement (LAA)** The Council fed into North Yorkshire County Council's LAA with central government which was the delivery mechanism for the North Yorkshire Sustainable Community Strategy. LAA's were abolished in 2010 by Government, however the Council continues to work with North Yorkshire County Council and other partners to implement the North Yorkshire Community Strategy. See <http://www.nysp.org.uk/> .
- **Statistical information produced in accordance with the council's and departmental requirements** See [Economic information and analysis](#). Statistics related to the Council's requirement to publish expenditure with suppliers over £500 is available ([click here](#)). Other specific information if not identifiable elsewhere may be available upon request.
- **Impact assessments** Equalities Impact Assessments are undertaken on the Council's services, functions, policies and procedures. Details are included in the implications section of reports to [committee meetings](#). Detailed information on equalities impact assessments undertaken can be obtained by contacting the Council's Engagement and Equalities Officer on 01756 706290 or email equalities@cravenc.gov.uk. See [Equalities and Diversity](#) for more information.
- **Service standards** The Council's [Customer Services pages](#) sets out basic information about the delivery of services.
- **Public service agreements** The Council has no specific public service agreements with central government.

How we make decisions

Decision-making processes and records of decisions

- **Timetable of council and committee meetings** See [Calendar of Meetings](#).
- **Agendas, officers' reports, background papers and minutes of council committee, sub-committee and other meetings** [Committee Meetings](#).
- **Major policy proposals and decisions** view the [Policy Committee](#) and [Council](#) papers for proposals and minutes for decisions.
- **Facts and analyses of facts considered when framing major policies** See [Policy Committee](#) and [Council](#) papers for proposals relating to major policies. Policies relating to the general governance of the Council, such as Anti-Fraud and Corruption may also be found under [Audit and Governance Committee](#).
- **Public consultations** Information relating to past and present engagement events and consultation can be found via the [Have Your Say](#).
- **Internal communications guidance, criteria used for decision-making, internal instructions, manuals and guidelines** See Part C, section 2 of the [Constitution](#) which in general terms outlines considerations that should be taken into account.

Our policies and procedures Current written protocols, policies and procedures for delivering our services and responsibilities.

- **Policies and procedures for conducting council business** See Part D of the [Constitution](#) which refers to Rules of Procedure.
- **Policies and procedures for delivering our services** The Council's specific service policies and procedures may be available upon request via the contacts on the [Customer Services pages](#).
- **Policies and procedures about the recruitment and employment of staff** ([Constitution](#)) See Part D of the Constitution which refers to Officer Employment Procedure Rules.
- **Customer service** [Customer Services](#), [Complaints, Compliments and Suggestions](#) and [Access to Information](#).
- **Records management and personal data policies** Information on the Council's personal data policies is available on request. You can find how to make a data subject access request for personal information we hold about you on the [data protection page](#). Some related information is available at the [Records Office](#) of North Yorkshire County Council.
- **Charging regimes and policies** Information on the fees and charges relating to [Bereavement Services](#), [Building Control](#), [Car Parking](#), [Craven Pool and Fitness Centre](#) and [Local Land Charges](#) is available. Information on fees and charges relating to other specific services is available on request. Charging details relating to this Publication Scheme are noted on Page 2.

Lists and registers

Registers held by the Council

- **Public registers and registers held as public records** [Register of Electors](#), [Building Control Registers](#) Details of other registers, such as planning and contaminated land, may be available upon request. North Yorkshire County Council is responsible for the [Records Office](#) and the registration of births, deaths and marriages (see under [NYCC Community and Living](#) pages).
- **Asset registers and information asset register** Information relating to the Council's [asset management plan](#) is available on the link.
- **Register of councillors' financial and other interests** The Register of Interests may be viewed at the Council's Belle Vue Square offices and can be arranged by contacting the Council's Democratic Services on 01756 706486.
- **Register of gifts and hospitality** The Register of Interests may be viewed at the Council's Belle Vue Square offices and can be arranged by contacting the Council's Monitoring Officer on 01756 706249.
- **Highways, licensing, planning, commons, footpaths etc** Any registers relating to functions such as licensing and planning may be available upon request from the Council other functions such as highways and footpaths relate to North Yorkshire County Council www.northyorks.gov.uk, specific commons may be the responsibility of either the County, District or local parish council.
- **Register of electors** [Register of Electors](#).
- **Services provided by the council** Information about the services the council provides including leaflets, guidance and newsletters
- **Regulatory and licensing responsibilities** [Environmental Health](#) which covers licensing and enforcement of food premises, taxi services etc and other environmental protection duties and [Planning Services](#) for functions relating to planning development applications and enforcement.
- **Services for local businesses** [Business Rates](#), [Commercial Waste Collection](#), [Economic Development](#), [Food Safety](#), [Tourism and Business](#), (Winning Council Business)
- **Services for other organisations** [Economic Development](#), [Community Funding](#), [Voluntary Organisations](#).
- **Services for which the Council is entitled to recover a fee, together with those fees** Information on the fees and charges relating to [Bereavement Services](#), [Building Control](#), [Car Parking](#), [Craven Pool and Fitness Centre](#) and [Local Land Charges](#) is available. Information on fees and charges relating to other specific services is available on request. Charging details relating to this Publication Scheme are noted on Page 2.
- **Information for visitors to the area**, such as leisure information, events, museums, libraries and archive collections. See [Tourism](#), [Markets and Shopping](#), [Aireville Park Skipton](#), [Craven Swimming Pool and Fitness Centre](#), [Events](#), [Craven Museum and Gallery](#).
- **Leaflets, booklets and newsletters** Information leaflets, booklets and newsletters on a range of Council services are available from Council Offices. A range of information and advice leaflets relating to housing services provided by the Council and others can be found via this link [Housing Services](#).
- **Advice and guidance** See A -Z contact details at Annex 2 for further information.

- **Media releases** [News](#)
- **Election information** [Electoral Services](#)

Contact Craven (Customer Services)

Contact Craven is the Customer Services arm of the Council and aims to resolve enquiries at first point of contact wherever possible. They currently manage a range of benefits, waste management and environmental health queries without having to transfer callers.

You can contact the Council about its services using the contact details on this page noted below. Links to pages on the Council's website containing further information have been included in this publication scheme where relevant.

Contact Us on 01756 700600.

Email contactus@cravendc.gov.uk

Contact Craven Locations and Opening Times

Skipton – 1 Belle Vue Square, Broughton Road, Skipton, BD23 1FJ

9am to 5pm – Monday to Thursday

9am to 4:30pm – Friday

Settle Library (Limestone View)

2pm to 4pm - Fridays

A-Z OF KEY SERVICES

Abandoned Vehicles

If you suspect that a vehicle has been abandoned, please contact us. See [Abandoned Vehicles](#) .

Aireville Park, Skipton

Aireville Park is situated off Gargrave Road in Skipton. The Park is home to Craven Swimming Pool and Fitness Centre and also provides a pitch and putt course, skate park, a multi-use games area and a children's play area. See [Aireville Park](#), [Craven Swimming Pool and Fitness Centre](#).

Anti- social Behaviour

To report concerns regarding Anti-Social Behaviour, please see [Craven Community Safety Partnership](#).

Arts Development

The Council supports a wide range of cultural and art events across the district, both in the professional and voluntary sectors. See [Arts Information and Advice](#)

Benefits

The Council administers both the Housing Benefit and Council Tax Benefit schemes. See [Council Tax Benefit](#) and [Housing Benefit](#).

Building Regulations/Controls

Certain building works on your property may require building regulations approval i.e. the way in which the works are constructed. See [Building Control](#).

Bulk Refuse

To arrange for bulky items of rubbish to be collected from your property. [Bulky Household Waste Collections](#).

Bus Passes

Concessionary Bus Passes can currently be obtained from North Yorkshire County Council. See [Bus Pass – older people](#) and [Bus Pass – disabled people](#).

Business Rates

Business Rates (also known as National Non Domestic Rates or Uniform Business Rates). Charities and non-profit making organisations may be eligible for relief. See [Business Rates](#).

Car Parks – General

For information on any of the Council's Car Parks. See [Car Parking](#).

Car Parks – Permits

For information on Car Park permits. See [Car Parking](#).

Cemetery and Crematorium

The Council manages the crematorium and the Garden of Remembrance at Waltonwrays, Skipton.

Direct line: 01756 796118. See [Bereavement Services](#)

Committee Services

The Council organises and administers all [Committee and Council Meetings](#).

Commercial Waste

The Council provides a commercial waste collection service. See [Commercial Waste Collections](#).

Complaints

If you wish to complain about any aspect of the Council's services. Direct line: 01756 700600. See [Complaints, Comments and Compliments](#).

Council Tax

The amount of Council Tax payable depends on the value of your house. Some people may be entitled to a reduction in the amount they pay. See [Council Tax](#).

Craven Community Safety Partnership

The Council has a duty to reduce crime and disorder and is a key member of the partnership. See [Craven Community Safety Partnership](#).

Craven Swimming Pool and Fitness Centre

Direct line: 01756 792805. See [Craven Swimming Pool and Fitness Centre](#).

Dog Wardens / Dog Fouling

To report stray dogs, complain about dog fouling or noisy dogs or to get information about the care of dogs. See [Dog Fouling](#).

Economic Development

The Council provides advice and information for all businesses across the District. See [Economic Development](#).

Elections

The Council administer all Parliamentary, European, County, District and Parish elections within the District. See [Electoral Services](#).

Electors' Register

The Electoral Registration Officer at the Council is responsible for compiling the Register of Electors for the District and for postal and proxy voting. See [Electoral Services](#).

Emergencies (Outside Office Hours)

To report serious incidents outside office hours. Direct line: 01282 612985.

Flooding

The Council works closely with other agencies to alleviate the problems created by flooding. See [Flooding](#).

Fly-tipping

To Council takes action to remove and investigate incidents of fly-tipping/illegal dumping. To report an incident please contact us. See [Fly-Tipping](#).

Food Safety / Hygiene

The Environmental Health Department enforces laws relating to food in shops, restaurants, warehouses, wholesalers, and manufacturing plants. See [Food Safety](#)

Funding

The Council helps local community groups secure funding for a wide range of projects by providing information and advice. See [Community Grant Funding](#).

Grants to Voluntary Organisations

The Council operates grant schemes to voluntary organisations. See [Community Grant Funding](#).

Grass Cutting

For enquiries about [grass cutting and grounds maintenance](#) in parks, open spaces and grass verges, please contact us. For enquiries about highway verges see [North Yorkshire County Council](#). Direct line: 0845 8727374.

Health & Safety

The Council has responsibilities to monitor and advise on health and safety in places of work. See [Health And Safety](#).

Housing Services – Information can be found on our [Housing](#) page.

Private Sector – The Council has a number of responsibilities relating to privately owned housing and can offer help and advice to private tenants and owner-occupiers. See [Housing Standards](#).

Public Sector – While the Council no longer maintains its own housing stock, it has connections with and some responsibilities in the public housing sector. See [Affordable Housing](#) and [Social Housing](#).

Housing Strategy

The Council is responsible for the production of housing and homelessness strategies, housing needs surveys and the development of affordable housing. See [Housing and Homelessness Strategy](#).

Household Waste and Recycling

Yorwaste provides household waste sites for the free disposal of rubbish by householders on behalf of North Yorkshire County Council. For information regarding sites and opening times please please visit [North Yorkshire County Council](#) website or call 08458 727374. See also [Recycling, rubbish and waste](#).

Infectious Disease Notification

Investigations into the possible source of infection and certain measures to control the spread of infection in the area. See [Environmental Protection](#)

Licensing

For issues regarding Gaming and Lottery or Animal Establishment Licensing please contact us. See [Licensing Policy](#).

Litter Control

To report issues with litter please contact us. See [Street Care and Cleaning](#).

Museum Services

The Council operates the Craven Museum & Gallery in Skipton Town Hall, admission is free. The service runs education and outreach services taking the museum collection out to the community. They also work with the independent museums in Craven offering advice and support. Direct line: 01756 706407. See [Craven Museum and Gallery](#).

Noise Control

The Council can help deal with noise nuisances from domestic, commercial and industrial

sources, e.g. noisy neighbours or factories. See [Noise Pollution](#).

Payments

You can make payments over the telephone or on line. Direct line: 01756 706230 (24hr service). See [Pay for it](#)

Pest Control

For information, complaints and enquiries on problems with any pests or insects. See [Pest Control](#)

Planning - All Enquiries

Planning staff provide advice to help you make a planning application. If you want to call in to discuss your proposals in detail, it is best to make an appointment. Planning applications submitted to the Council are also available for viewing at Granville Street, Skipton or on line. Direct line: 01756 706470. See [Planning Services](#).

Pollution Control

For concerns or complaints about pollution. See [Environmental Protection](#)

Postal / Proxy Voting

The Electoral Registration Officer at the Council is responsible for granting postal and proxy voting applications. See [Electoral Services](#).

Public Conveniences

If you wish to comment or complain about any public toilet, please contact us. See [Public Toilets](#)

Recycling

The Council provides recycling facilities. See [Recycling, rubbish and waste](#).

Refuse Collection

For information or complaints about refuse collection, including household, commercial and industrial waste, wheeled bins, dustbins and dustbin liners. See [Recycling, rubbish and waste](#).

Register of Electors

The Electoral Registration Officer at the Council is responsible for compiling the Register of Electors for the District and for postal and proxy voting. See [Electoral Services](#).

Sewerage & Drainage

For public sewers in Skipton and South Craven contact Yorkshire Water on 0845 1242 429.

For North Craven contact United Utilities on 0845 746 2200.

For advice on private drainage. See [Drainage](#)

Markets

For enquires regarding the operation of markets in the Craven District. See [Markets and Shopping](#)

Street Cleansing

For information about street cleansing services. See [Street Cleansing](#)

Street Lighting

Contact North Yorkshire County Council on 0845 8727374. See [Street Cleaning Programme](#)

Tips

See [Household Waste Disposal Sites](#)

Tourist Information Centres - Craven District Council Centres

Skipton 01756 792 809

Settle 01729 825 192

Other Tourist Information Centre Points in the District

These may have limited opening hours.

Yorkshire Dales National Park

- Grassington 01756 751 690
- Malham 01729 833 200

Bentham 01524 262549

Horton-in-Ribblesdale 01729 860 333

Ingleton 01524 241 049

See [Tourist Information Centres](#)

Water Sampling

For private water supply information. See [Water supply testing](#).

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