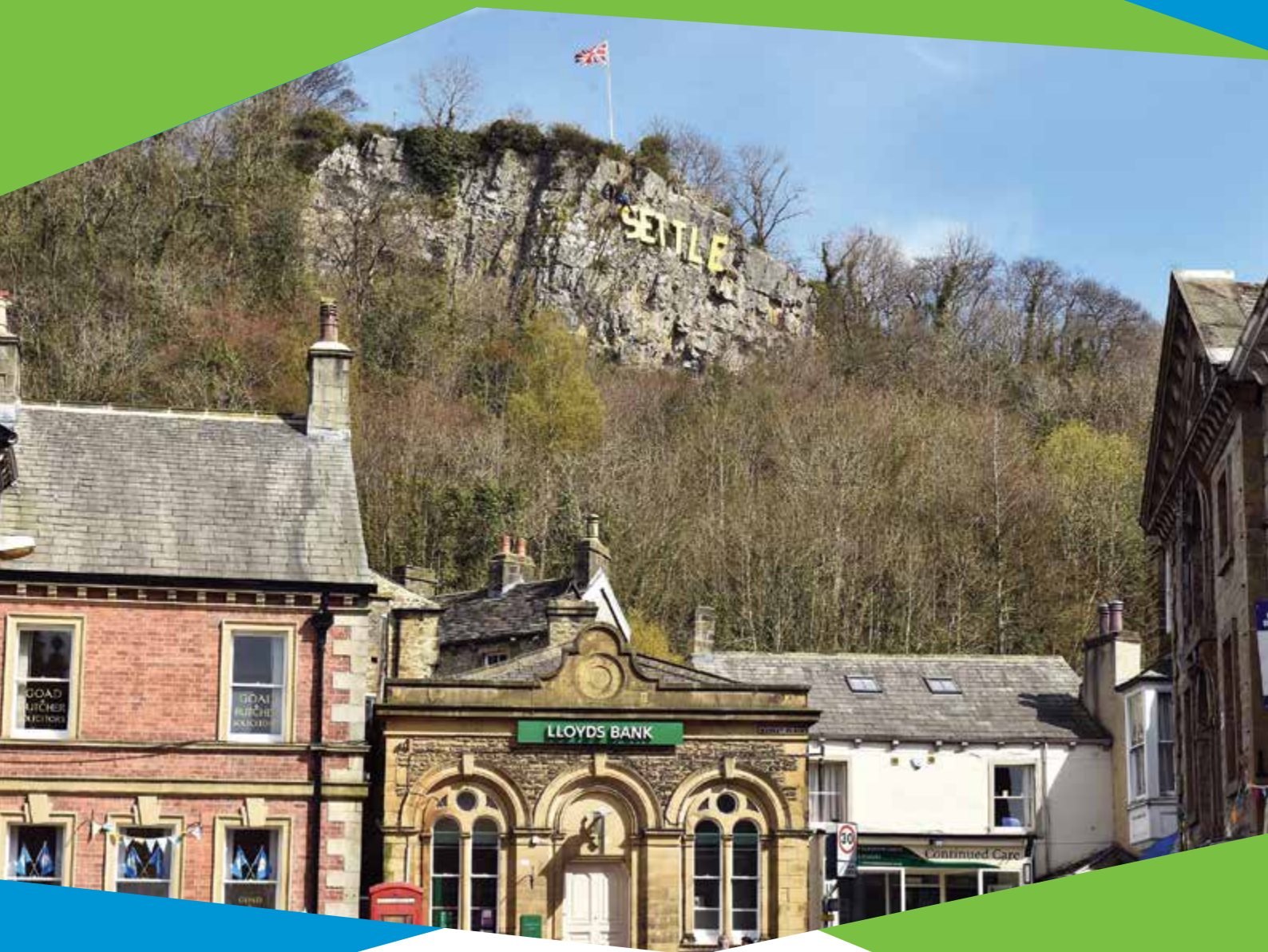


Enter



CRAVEN
IN THE YORKSHIRE DALES
DISTRICT



Craven District Council
Annual Report 2016/17

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Welcome to our Annual Report

We have taken great leaps forward with a number of major projects in Craven in 2016/17 despite the council facing further efficiency savings.

In Settle, the beauty of our district was highlighted again to the world as we hosted the finish of the Tour de Yorkshire. With more than 5,000 people lining the streets to cheer on 18 professional teams and the local community truly entering into the spirit of the event, the town festooned with flags and decorations, it was a great advertisement for Craven.

At Skipton Town Hall, we have been improving equipment and facilities in the Concert Hall, following the Arts Council grant of £250,000 awarded in early 2016. New raked seating has now been installed and we are attracting performances from world-class companies such as Phoenix Dance Theatre.

It's fantastic to see the building being transformed into a real arts hub for Craven and beyond, with a performance space to be proud of; the work to create commercial units within the Town Hall will also help to make it sustainable for the future.

We were delighted when Craven District Council secured £4.68million from the Government to improve highway and transport infrastructure in Skipton – this was 20% of the total Growth Deal funding allocated to the York, North Yorkshire and East Riding Local Enterprise Partnership.

This funding will help bring forward the development of land for employment, reduce the number of HGVs travelling through the town centre, and improve pedestrian routes.

Major work has already been carried out over the last year on the £13 million Skipton Flood Alleviation Scheme, which has also increased the amount of land available for employment as well as protecting existing homes and jobs.

Another great boost for the district was the award of £1.34 million from Arts Council England and the Heritage Lottery Fund, for an exciting creative and cultural project which will help make the area more attractive to younger people and new businesses.

Jointly run by Craven and South Lakeland District Councils, the project "Great Place: Lakes and Dales" will develop more creative and cultural opportunities in the area.

We've also been taking steps to help young people get on the housing ladder with our investment in affordable, shared-ownership housing. With three new properties being built in Glusburn, this is the first time the council has built homes in many years.

Our new ward member grants scheme was introduced, with the aim of distributing small sums of money more widely across the district for local community projects. This has been very successful; councillors have funded 55 projects across every ward in Craven, with a total of £26,465 paid out to community groups for a huge range of important projects, ranging from Selfa's activities for children, village hall improvements around the district, community arts projects such as Grassington Festival and Skipton Community Orchestra, and local sports groups including Ingleton Swimming Pool and Settle Wheelers.

We continue to face a challenging financial climate as the Government grant to local authorities is cut to zero by April 2019, but we will continue to serve our communities, while working hard to manage our budgets effectively and looking for new and innovative ways to improve life for our residents.



Paul Shevlin
Chief Executive



Councillor Richard Foster
Leader

About us

Craven District Council represents 55,696 local residents across 450 square miles of beautiful Yorkshire Dales countryside, placing it in the top ten lowest population density councils in England.

Craven covers 15% of North Yorkshire, including the market towns of Bentham, Settle and Skipton, where the Council offices are located.

The administrative area includes the southern part of the Yorkshire Dales National Park as well as the upper parts of Airedale, Wharfedale and Ribblesdale plus Wenning Valley near Bentham.

Two-thirds of our district is in the Yorkshire Dales National Park.

Craven has 30 elected Councillors across 19 wards, who are on hand to help if you want to discuss a local service or anything else that affects your community.

Councillors are elected by residents every four years and their main decision-making body – the Policy Committee – makes most of the policy and strategic decisions, with the exception of certain major policy issues, where it makes recommendations to the Council Meeting, where all members sit and vote.

The responsibility for all the Council's functions and services is vested in Full Council but many of its powers and duties are delegated to committees, sub-committees and officers. To find out more about the services that we provide, please see pages 20-27.

Our Corporate Plan contains information about our strategic priorities for 2016-17 – see pages 14-19 to find out more.



Highlights of the year



April 2016

Tour de Yorkshire fever gripped Settle

The Tour de Yorkshire Stage One finish arrived in Settle on April 29 when thousands lined the streets to cheer the cyclists home. Giant bright yellow letters were put up on Castleberg in Settle, and nine-year-old Scarlett Bowler from Embsay Primary School was the winner of Craven District Council's Tour de Yorkshire flag competition.

Craven residents asked to comment on the draft Local Plan

Craven District Council launched an informal consultation on the new draft Local Plan for Craven District outside the Yorkshire Dales National Park. Residents were invited to attend surgeries to discuss the draft Local Plan in Skipton and Bentham.

Craven Museum & Gallery marked the 400th anniversary of Shakespeare's death

Craven Museum & Gallery hosted an arts and crafts day with Craven Arts to mark 400 years since the death of William Shakespeare.

May 2016

New Craven District Council chairman stepped up to the hot-seat

Councillor Chris Moorby was elected as the new chairman of Craven District Council, taking over from Councillor Robert Mason.

New ward member grants scheme launched by Craven District Council

Community groups were invited to apply for funding for local projects with a new grants scheme.

Craven residents go to the polls

Elections were held in 11 wards of Craven District Council on May 5, 2016.

Craven District Council investment in new affordable housing

For the first time in decades Craven District Council became directly involved in affordable housing development.

Drinks cartons added to kerbside recycling service

Craven District Council started to collect drinks cartons as part of the kerbside recycling service.

June 2016

Hundreds of cyclists tackled Le Petit Depart

Keen cyclists turned out on a blazing hot summer's day to take on the challenge of Le Petit Depart.

Celebration of Armed Forces in Skipton

Families turned out to support Armed Forces Day in Skipton High Street with the Yorkshire Regiment, the Lancashire Militia and a Hurricane fly-past.

Craven Swimming Pool & Fitness Centre set for new improved café and fitness equipment

Craven District Council unveiled plans to spend £50,000 on improving Craven Swimming Pool and Fitness Centre's café and £22,000 on new spinning bikes.

Craven District Council plans to develop shared ownership housing boosted by £72,000 Government funding

The Government's Homes & Communities Agency gave the Council £72,000 towards its shared ownership housing scheme.

European Union referendum

Craven residents went to the polls again to vote on whether to remain in the European Union.



Highlights of the year



July 2016

Boundless Networks Skipton Cycle Races thrill crowds

Thousands of people turned out in Skipton town centre on July 6 to witness professional cyclists battling for glory.

Plans to repair Skipton Town Hall roof

Craven District Council put forward plans to repair the roof at Skipton Town Hall.

Taxi drivers received crucial training from Craven District Council

Dozens of taxi drivers from across Craven took part in a training course to help tackle child sexual exploitation.

Waste collection changes proposed to boost recycling

Craven District Council drew up plans to change waste collection arrangements across the district, to save money and boost recycling.

Public Spaces Protection Order proposed for Skipton's Coach Street Car Park

Craven District Council consulted on plans to crack down on anti-social behaviour in Coach Street Car Park, in Skipton.

More than 2,000 comments received on Craven's draft Local Plan

Craven District Council received a wide range of comments from the public, developers and public bodies made during the eight week consultation on the draft Local Plan.

Touring art exhibition commemorating Somme visits Skipton

A pop-up touring art exhibition depicting the inhumanity of war set up outside Skipton Town Hall to mark the 100th anniversary of the Bradford Pals regiment's role in the Battle of the Somme.

August 2016

Weddings, war heroines and Paradise Lost

Skipton Town Hall unveiled a thrilling theatrical programme for autumn and winter 2016 with a range of exciting shows.

Council launched search for strategic partner for multi-million pound housing and economic development projects

Craven District Council invited tenders from private sector partners to work on housing and economic development projects in the district worth up to £30 million.

September 2016



Budget Consultation - Your Money, Your Say

Craven District Council asked for residents' views as it began the process of setting its revenue budget for the 2017/18 financial year.

Craven Swimming Pool teacher Christine Bradley swam the English Channel!

A teacher at Craven Swimming Pool and Fitness Centre set a fantastic example for her pupils – by swimming the English Channel.

Grant funding offered to Craven businesses

Businesses in Craven were encouraged to apply for grant funding to help them cover the costs of training staff.

Single Person Discount Review

Craven District Council undertook a review of residents who receive a 25% Single Person Discount on their council tax.

Greatwood residents offered the chance to sign up for free health and fitness programme

A campaign was launched to promote the new refuse and recycling system coming into force on April 1.

Craven's Local Plan reviewed due to new employment forecasts

Craven District Council commissioned a review of the housing figures in the draft Local Plan after new demographic data and job growth forecasts were released.



Highlights of the year



October 2016

Top British athlete encouraged people of all abilities to sign up for Skipton Triathlon

Entries opened for Skipton Triathlon and British triathlete Emma Taylor encouraged people to take the plunge and have a go.

Public Spaces Protection Order for Skipton's Coach Street Car Park

Craven District Council cracked down on anti-social behaviour in Coach Street Car Park, in Skipton.

Consultation on plans for new children's play area at Aireville Park

Craven District Council invited residents to give their views on proposals for a new children's play area at Aireville Park.

Art and dementia explored in new exhibition at Skipton Town Hall's Craven Gallery

Artwork created by people with dementia went on display in the new Artyfacts exhibition at Craven Gallery within Skipton Town Hall.

Craven set to help more refugee children

Craven District Council agreed that the district should help settle more vulnerable children refugees.

Council Tax Consultations launched in Craven

The Council launched two public consultations regarding potential changes to the Council Tax Reduction Scheme and the period of Council Tax exemption permitted on properties which are both unoccupied and unfurnished.

New look for Riverside Park in Ingleton

Residents were invited to a consultation event on the future of Riverside Park in Ingleton.

Major work started on Skipton Town Hall

Major work to prepare for commercial lettings and repair the roof at Skipton Town Hall began.

November 2016

Plans for Skipton Town Hall bar got the go-ahead

Craven District Councillors approved proposals to provide a bar at Skipton Town Hall as part of the restoration of the historic building.

Consultation on changes to Craven's recycling scheme

Craven District Council launched a consultation on proposed changes to the district's recycling scheme.

Craven District Council and Stepping Stones teamed up to provide a Christmas wreath service at Waltonwrays Cemetery

Adults with learning disabilities from the Stepping Stones project in Skipton produced Christmas wreaths for people to lay on graves and memorials at Waltonwrays Cemetery.

World War One Memorabilia Roadshow at Skipton Town Hall

Experts were on hand to help bring First World War stories to life.

December 2016

Chairman's Charity Swim Challenge splashed into action

Craven District Council chairman, Councillor Chris Moorby, took the plunge to launch the annual charity Swim Challenge at Craven Swimming Pool & Fitness Centre and Settle Pool.

Tour de Yorkshire 2017 route announced to pass through Bolton Abbey, Barden, Burnsall, Cracoe and Skipton

It was announced that the spectacular Tour de Yorkshire cycle race would visit Craven again in 2017.

Councillors agreed reduction in housing figures for Craven

Craven District Council's Spatial Planning Sub-Committee agreed that the number of homes to be built in Craven should be reduced from 290 per year to 214 per year, up to the year 2032.



Highlights of the year

February 2017

Growth Deal project agreed by Councillors

Craven District Councillors agreed to move forward with plans to deliver the £4.68 million Skipton Employment and Housing Growth project.

CDC Budget 2017/18 approved

Craven District Council approved a fully funded and balanced Revenue Budget of £6,962,165 for 2017/18.

Skipton Triathlon backed by local businesses

Two top local businesses signed up to sponsor Skipton Triathlon, the hugely popular event in Aireville Park.



January 2017

Our Dancing Town - Skipton communities starred on the BBC

Skipton communities joined together in a dancing extravaganza for a BBC show.

Craven Community Champions Awards 2016 - the winners!

The winners of the fifth annual Craven Community Champions Awards were announced at a glittering ceremony at Coniston Hotel on Thursday January 12.



Work to improve Skipton Bus Station

Work to build new toilets at Skipton Bus Station began in January.



Unauthorised demolition of Grade II listed building led to fine

The owner of a Grade II listed property, Nutter Cote Farm in Thornton in Craven, was given a £17,500 fine and ordered to pay legal costs of £3,275 after the unauthorised demolition of the building.



March 2017

Craven and South Lakeland District Councils awarded £1.34m for exciting creative and cultural project

Arts Council England and the Heritage Lottery Fund awarded Craven and South Lakeland District Councils £1.34million for an innovative project which will boost the local economy through celebrating local culture, arts and heritage.

New refuse and recycling collection day promoted to residents

A campaign was launched to promote the new refuse and recycling system coming into force on April 1.

Councillor resigned after 17 years of service

Councillor Patricia Fairbank announced she was stepping down from Craven District Council due to ill health after serving Aire Valley and Lothersdale for 17 years.

Craven District Council agreed to join Dementia Action Alliance

Craven District Councillors approved plans to join the Skipton and South Craven Dementia Action Alliance.

Craven District Council celebrated Apprenticeship Week

Apprentices at Craven District Council celebrated Apprenticeship Week along with their managers and colleagues.



Our Council *Priorities:*

How we measure up

The Council's vision is for Craven to be an increasingly prosperous place with strong, vibrant communities that celebrate their unique rural and urban settings, and where all residents enjoy a good quality of life. To help us achieve this we set ourselves three key priorities for 2016-17:

- Enterprising Craven
- Resilient Communities
- Financial Sustainability

Enterprising Craven

Stimulating Business Growth

Craven District Council secured £4.68million from the Government to improve highway and transport infrastructure in Skipton. The Council secured 20% of the total Growth Deal funding allocated to the York, North Yorkshire and East Riding Local Enterprise Partnership for projects that will boost economic growth. This funding will be used to bring forward the development of land for employment, reduce the number of HGVs travelling through the town centre, and improve pedestrian routes. It is expected that the work will take up to three years to complete.



Business Support

The £12million Ad:Venture Enterprise Programme was launched, providing a diverse range of help for pre-start, new start-ups and young businesses. Ad:Venture is being run in partnership with all local authorities in the Leeds City Region including Craven District Council, the West and North Yorkshire Chamber of Commerce. The programme is receiving funding of £6million from the European Regional Development Fund (ERDF). Craven District Council is investing £46,123 from its New Homes Bonus receipts to ensure that new and young businesses across Craven can capitalise from the help and support available through the programme.

The first phase of the Digital Enterprise business support programme has been implemented. The programme is aimed at providing advice and grant funding to help small and medium sized businesses to improve their performance by making better use of digital technology. Digital Enterprise has been developed by, and is being run in partnership with local authorities across the Leeds City Region including Craven District Council. The £8.5million programme is receiving £4.25million from the ERDF. Craven District Council is investing £9,250 from its New Homes Bonus receipts.

A total of 96 businesses received assistance to help them improve their performance, either through the provision of one-to-one advice from the Council's SME Growth Manager or attendance at one of the business events held in partnership with Welcome to Yorkshire and the Leeds City Region Local Enterprise Partnership. The SME Growth Manager has helped businesses to secure funding more quickly to support capital investment in plant and machinery, expand and develop their workforce, and to access advice on exporting and developing new products from Ingleton to Crosshills and Bentham to Grassington.



Broadband

Through the Superfast North Yorkshire (SFNY) project, it was made possible for a further 773 premises to benefit from broadband, enabling residents and businesses across the district to receive superfast broadband speeds in excess of 25 Mbps. Approximately 90% of all premises in Craven now have access to superfast broadband.

Following in the footsteps of Clapham, local groups in Chapel-le-Dale, Ingleton and Thornton-in-Craven have successfully connected their respective communities to the Broadband for the Rural North (B4RN) network, enabling them to now receive some of the fastest broadband speeds in the country (1,000 Mbps). The Council was pleased that it could help by providing permissions to lay ducting across its land and install cabinets on its premises.

Tourist Information Centres

Settle Tourist Information Centre provided assistance to 28,176 people; an increase of 6% compared to the previous year, and which helped to exceed the Council's target for the year by 15%. The value of sales increased by 32% compared to the previous year.

Skipton Tourist Information Centre, at Skipton Town Hall, saw 56,251 people come through its doors in 2016-17, and responded to 2,245 telephone enquiries. The centre reopened in a new location in the Town Hall in February 2016, and is now at the entrance to Craven Museum and Gallery, giving it more visibility to promote Skipton, Craven and the surrounding area.



Leeds Liverpool Canal

Work to upgrade 4km (2.5 miles) of the Canal towpath between Skipton and Bradley was completed. The towpath was officially opened by the Chairman of the Council in October. The work, which was made possible with the provision of a grant in the sum £450,000 from the Department of Transport, was carried out in partnership with the Canal & River Trust. This represents the first phase of an ambitious plan to upgrade the entire length of towpath through Craven – from the border with West Yorkshire to Lancashire, a stretch measuring 27km (16.5 miles).

Great Place: Lakes and Dales

Arts Council England and the Heritage Lottery Fund awarded Craven and South Lakeland District Councils £1.34million for an innovative project which will boost the local economy through celebrating local culture, arts and heritage.

Great Place: Lakes and Dales is a scheme which aims to retain and attract younger people and business to the area by developing more creative and cultural opportunities.

The project is being led by Craven District Council, in partnership with South Lakeland District Council (SLDC), and also the Yorkshire Dales and Lake District National Park Authorities.



Our Council *Priorities:*

How we measure up

Resilient Communities

2016/17 was an exciting year for our communities around the district with a range of events and developments taking place.

Aireville Park



We began to build on the success of previous years; having provided a new pump track and skate park in Aireville Park, we continued working in partnership with Friends of Aireville Park to produce designs for a new children's play area. We committed £112,000 of planning gain funds to the play area and are supporting Friends of Aireville Park in raising around £100,000. The new play area will eventually cover 4,500 square metres, including a climbing net, ropes and beams, sand and water play and natural play spaces. There will be a combination of traditional equipment such as climbing towers, swings, seesaws and roundabouts, alongside wild garden and nature areas. Work to install a new zip wire, funded by £12,000 from Tesco's Bags of Help scheme, began in early 2017 with an opening date of May 2017.

Cycling Legacy



The Tour de Yorkshire came to Settle for the first time in a spectacular event as crowds cheered home the cyclists at the finish of Stage One. The community embraced the event and Settle was festooned with flags, banners, artwork and even huge yellow letters on the crag face above the town. We continued to build on the legacy of the Tour de France with a number of other cycling events as we established the district as a hub for the sport. Skipton Cycle Races, featuring fun races for children and an elite Criterium race around the town centre, returned and was included in British Cycling's elite series, which meant it was televised.

Our annual event Le Petit Depart continued to attract hundreds of amateur cyclists to take on some of the 2014 Grand Depart route.



Community Champions

The Community Champions Awards continued to go from strength to strength in 2016/17 – this was a fantastic event which helped to highlight some incredibly dedicated people who put in huge amounts of time and effort to improve and enrich their communities.



Ward Member Grants

In 2016/17 we launched the new Ward Member Grants, which aim to distribute community grant funds more evenly across the district. The Ward Member Grant scheme allows community groups to apply to their local councillors for cash to provide community run events, services and facilities. Each ward councillor has a maximum of £1,000 to give out to local organisations.

A total of £26,465.62 was paid out to community groups funding projects including Selfa's activities for children, village halls in Gargrave, Embsay, Draughton and Long Preston, new defibrillators for communities in Gargrave, Barden and Thornton in Craven, community arts projects such as Grassington Festival, Fallfest and Settle Photography Exhibition and Skipton Community Orchestra, and local sports groups including Skipton CI Cricket Club, Ingleton Swimming Pool and Settle Wheelers. Overall the Council funded 55 projects across every ward in the district.



Skipton Triathlon

The Council decided to take Skipton Triathlon in-house for 2017; the event had been organised by a private company for a number of years but numbers were reducing. The Council saw this as an opportunity to improve the event while producing a surplus for council funds, and was able to secure sponsorship and support from a number of sources. Entries opened in November 2016 and the places were snapped up, with more than 700 people signing up for the event on April 9, 2017.



Flooding Support

Our Environmental Health, Cleaner Neighbourhoods and Waste Management teams work hard all year round to provide crucial services to the communities of Craven. Once again this winter they were on hand to tackle any flooding issues in the district, distributing sandbags and helping residents. Thankfully there were no major incidents for them to deal with.



Our Council *Priorities:* How we measure up



Dementia Action Alliance

This year Craven District Councillors approved plans to join the Skipton and South Craven Dementia Action Alliance. Councillors also agreed to support plans for Craven to become a Dementia Friendly District. The local Dementia Action Alliance brings together regional and local organisations and businesses to improve the lives of people with dementia in the district.

Armed Forces Day

Craven District Council was involved in staging a spectacular Armed Forces Day in June 2016, when Skipton welcomed the Yorkshire Regiment and the Lancashire Militia. The event was organised by Skipton Business Improvement District with support from Skipton Town Council, The Royal British Legion and Craven District Council.

Assets

In order to make the best use of council assets we have developed our Acquisition and Regeneration Investment Strategy. This sets out how we will acquire and regenerate property assets to improve economic and social outcomes for our communities.

Joint Venture Partnership

The Council is progressing with a major scheme to establish a Joint Venture Partnership with a commercial development partner to deliver a range of housing and economic development projects at sites across the district. We undertook a procurement exercise during the 2016/2017 financial year to successfully appoint a preferred partner.

Financial Sustainability

The Council's Long Term Financial Strategy (LTFS) sets out our longer term funding strategy and requirements; this is supported by our three-year Medium Term Financial Plan (MTFP). Both are reviewed annually, and set out our requirements for additional savings and income needed to balance our budgets. Our Income and Savings Plan sets out the detail of how we intend to meet this target.



Savings

£135k of savings has been achieved in 2016/2017 against a target of £300k for the year. Savings identified include £57k arising from the introduction of alternative waste collection methods and a review of waste management, environmental health and housing, £23k as a result of reduced costs of replacement of IT

equipment, £5k reduction in business support costs, as well as smaller savings/ increased income across a range of services. Work will continue to deliver a number of further projects in order to meet the savings needed to balance the Council's budget, and the Plan is subject to quarterly update and refresh.

Shared ownership housing

We began the development of shared ownership housing. We have successfully sold three shared ownership properties in Sutton and are currently constructing three homes at a former garage site in Burnroyd Avenue, Glusburn and are planning a further 11 units on former garage sites. In March 2017 Members also approved the acquisition of up to a further five homes for shared ownership. We are currently undertaking a procurement exercise to identify suitable developers to work with us on future developments.



Services we provide

Think Craven District Council is all about the bins? Think again...

Skipton Town Hall



Skipton Town Hall underwent a rebrand and launched an exciting Autumn/Winter taster programme of performances, events and exhibitions, including an experiential theatre performance from Kali Theatre 'My Big Fat Cowpat Wedding' along with contemporary dance from Lost Dog Dance 'Paradise Lost: Lies Unopened Before Me'.

Pop-up exhibitions took place in the front corner unit of the Town Hall, with exciting new work from Craven Arts followed by a live animation project from Studio 1.

Following an Arts Council small capital grant award of £250,000 announced in February 2016, work took place to begin improvements to equipment and facilities in the Concert Hall throughout 2016/17. Redecoration of the building also continued and contractors worked to make the larger commercial unit at the front of the building suitable for a new tenant to move in.

Over the winter scaffolding went up around the building to enable the contractors to renew the roof covering at the front part of the building, over the new commercial unit and the Town Council offices.

While physical improvements to the building continued, more performances and events were carefully timetabled, with a classical concert from Skipton Camerata, hilarious new play Gloriatore and WW1 based drama No Job for a Woman among those drawing in audiences.

The Town Hall also signed up to the North Yorkshire Safe Places scheme and staff underwent dementia awareness training, joining other local businesses in providing safe spaces and assistance to vulnerable members of our society.



Craven Museum and Gallery

Craven Museum and Gallery in Skipton Town Hall held a number of exhibitions including 200 Years of the Leeds Liverpool Canal Exhibition, which attracted 15,795 visitors; the Artyfacts Exhibition, which had 9,800 visitors, and Stepping Into View, which had 4,472 visitors.

Visitor numbers for the museum and gallery combined for the whole of 2016-2017 were 64,123.

The museum and gallery also held a number of events and workshops, including six Make it Wednesday summer holiday workshops, Artyfacts workshops and talks, in collaboration with Pioneer Projects from Bentham the Big STEAM Draw event, Museums at Night, and World Book Day.

External Funding

Craven Museum & Gallery has already received initial support from the Heritage Lottery Fund (HLF) for a £2.1 million project to transform the visitor experience. Development funding of £98,000 was awarded to help Craven District Council progress its plans to apply for a full grant of £1.5 million. In 2016-17 the team undertook a significant amount of work on the project and appointed a new Community Heritage Curator and Collections Assistant as well as external project support. Architects were procured to develop plans and also tasked with taking a view of the whole Town Hall development in the process. Consultation with the public on what they would like to see within the new Museum development began in 2016-17 and a stakeholder group was established.

The Shakespeare First Folio on permanent display

The Shakespeare First Folio is thought of as the most important book in English literature containing the collected plays of the world's greatest playwright. Without it, 18 of Shakespeare's plays would not be known today including Macbeth and Romeo & Juliet. Skipton's First Folio is one of only four that are currently on permanent display in the world.



Services we provide

Craven Leisure

- We rebranded our pool and fitness centre as Craven Leisure
- No of visits to the facility: 330,000
- Turnover: £1.2m
- No of children receiving swimming lessons: 1,200
- Growth in memberships to c2,300 with a low drop-out rate of less than 4.3%
- Clubs operating from the facility include:
 - Skipton Swim Club
 - Craven Energy Triathlon Club
 - Skipton Karate Kids
 - Skipton Running Club
 - Park Run
- Host Skipton Triathlon, the largest pool-based triathlon in the North.
- 4,320 classes per year of exercise classes from spinning to body pump to Zumba to spinning - more than all of our competitors collectively.
- No. of GP referrals per year: 400 (risen from 80 in the past three years), we have now added the Healthy Lifestyles programme in conjunction with the CCG.
- Running cost: In the run up to its 10th anniversary since opening in 2003, Craven Pool managed to cut its running costs by 48% saving an average of £2.5m. The pool has recorded an overall operational surplus again for 2016/17 of £50k.

Customer Services

In the financial year 2016/17 33,215 customers visited the Reception area at Belle Vue while 182 visited our Settle office which opens on Friday afternoons.

We received 61,929 calls which incredibly was the same number as in 2015/16. 52,625 were answered which is 84.9%. The number of calls remained high so it is pleasing to report such a high percentage of calls still being handled.

During 2016/17 we have introduced several improvements to the service provided. There are now more line options available at peak times and we have introduced a ring back facility if customers leave their contact details rather than hang on the line for several minutes. Plans also started for a new improved Reception area and this should be started in autumn 2017.



Planning

Craven District Council's planning department dealt with a total of 1,070 planning determinations in 2016-17 and exceeded national targets in all areas across the year.

	Percentage delivered in time	Target	Performance for 2015-16	Improvement from last year's data
Majors	92%	60%	72%	28.15%
Minors	80%	65%	66%	21.37%
Others	91%	80%	81%	12.45%

Major Planning Applications include residential schemes for 10 or more dwellings, residential development on sites over 0.5 hectares, other development providing floorspace greater than 1000 m2, and other development on sites of over 1 hectares.

Minor Planning Applications include proposals for dwellings, offices, industry, retail development, and other built development, but excluding householder/other development and development which is classed as major.

Other Planning Applications include householder applications, changes of use, advertisements, and listed building consent applications.

There are many other applications which aren't included in the performance returns, including EIA Screening and Scoping Opinions, Confirmation of Compliance with Conditions, Discharge of Conditions, Non-Material Amendments, County Consults, Section 106s, works to protected trees, and notification of works to trees in a conservation area.

Local Plan

Work continued on Craven's Draft Local Plan with a public consultation running from April 5, 2016 to May 31, 2016, on the second informal (pre-publication) draft of the new local plan. More than 2,000 comments were received during the consultation.

The Local Plan timetable had to be revised in autumn 2016 following changes to the Objectively Assessed Housing Need (OAHN) for Craven. These new housing figures were taken into account in the next draft of the Local Plan which was developed in spring and summer 2017, in preparation for further consultation.

Revenues and Benefits

During 2016/17 we successfully conducted reviews of empty homes and customers receiving the single person discount.

On Business Rates we have dealt with the 2017 revaluation and conducted a review of all those in receipt of Small Business Rates Relief.

Welfare Reform continued with further changes to Housing Benefit which were also incorporated into our Council Tax Reduction Scheme. The continuing effect of the reforms saw a continued reliance on Discretionary Housing Payments and we spent 95% of the allocated fund. Despite the continuing welfare reforms Council Tax collection remained constant and Craven remains in the top 25% for collection performance.

Universal Credit arrived for the vast majority of all new claims for working age claimants; although this has resulted in a significant decrease in Housing Benefit claims, Universal Credit claimants still have to claim Council Tax reduction separately.

In 2016/17 we set up 406 new claims for Housing Benefit and dealt with 8,705 changes in circumstances and for Council Tax Reduction we set up 687 new claims and dealt with 8,836 changes in circumstances.

We also dealt with Discretionary Housing Payment awards; we handled 144 applications for one off payments and 181 applications for ongoing awards.

Key Statistics

Housing Benefit and Council tax reduction		
Average time taken	2015/16	2016/17
To process changes in circumstances	8.13	5.01
To process new claims	29.22	27.10
Combined new and changes	9.54	6.31

Collection Rates

Council Tax collection rates for **2016/17 – 98.57%**
 Business Rates collection rates for **2016/17 – 98.77%**

Services we provide



Craven Community Safety Partnership

The Craven Community Safety Hub supports the reduction in crime across the district by working with and supporting various organisations including housing associations, social services, mental health services, and the police. Priority areas include anti-social behaviour, road safety, children and young people, and rural crime.

This year Craven District Council successfully secured an anti-social behaviour order on Coach Street car park to tackle residents' concerns.



Along with all local authorities, the Council also has a statutory duty to implement the Government's PREVENT strategy which aims to prevent vulnerable persons from being drawn into terrorism. A number of training sessions to raise the awareness of the PREVENT duty have also been delivered in the district to councillors and officers. The levels of reported crimes across the district continue to be low when compared with the county and national picture.

The community safety officer within the hub is working alongside environmental health officers dealing with issues around low level noise nuisance and assisting with an application by NYP for a civil injunction. This closer working partnership is working well for both departments within the Council offering more resources to tackle cross cutting themes.

Housing Options

The Housing Options Service provides the Council's statutory services in relation to homelessness and housing advice. The number of households accessing the service has increased again this year. Issues relating to renting accommodation have risen to 78% compared to 37% last year and this may continue to increase over the next year due to new welfare reform initiatives including the introduction of Universal Credit.

The team have prevented 39 households from becoming homeless, however, collectively with the support of our Revenues & Benefit partners we have been able to prevent or relieve 268 households from becoming homeless, which is a 14% increase on the previous year. We have also issued 37 Bonds and Rent in Advance – an increase of 85%.

The Housing Options Team recently received a bronze award at the National Practitioners Homeless Conference for successfully achieving 4 Gold Standard challenges. The Gold Standard is a series of 10 challenges to demonstrate that we have an effective and proactive homeless and housing advice service that is committed to continuous improvement and implements best practice.

Bereavement Services

Photo Streaming at Skipton Crematorium

The new photo streaming service allows the families to view photos of the deceased during the service.

Most crematoriums now offer this service and it is becoming an increasingly popular way for families to personalise the service for their loved one.



Metal Recycling

Craven Bereavement Services joined a recycling metals scheme run by the Institute of Cemetery and Cremation Management in 2016, and nominated Craven Cruse Bereavement Care to receive donations from the scheme.

The Council was able to give the charity £5,000 this year. The consent of the nearest relatives is sought in every case for the recycling of metals.

St Margaret's Churchyard

In 2016 St Margaret's churchyard in High Bentham was closed and the maintenance responsibility passed on to Craven District Council. The maintenance responsibility includes grounds maintenance, memorial safety, and walls/footpaths/trees. The Council already maintains two other closed churchyards in Ingleton and Kildwick and this third adds to the financial burden of the Council which has to be met from limited resources.



Services we provide

Environmental Health

We undertook 241 food safety inspections and investigated complaints about food and food premises.

145 risk assessments were carried out on private water supplies which serve more than 22% of the population of Craven along with routine sampling. 42% of these samples contained unacceptable levels of bacteria.

We supported all the larger festivals held in Craven this year, including the Yorkshire Dales Food & Drink Festival, the Grassington Festival and the Waterways Festival.

20 private sector housing inspections were undertaken.

We maintained stores of sandbags at many of our rural villages for flood prevention and alleviation.

We regularly inspect and clear debris from 34 screens to prevent storm/floodwater flooding people's homes.

We were consulted on 348 planning applications.

Clean Neighbourhoods

Our Clean Neighbourhoods team responded to a total of 972 call outs in 2016/17.

These vary widely including fly tipping (283), dog fouling (145), littering (57), abandoned vehicles (83), barking dogs (39), stray dogs (43), dangerous dogs (28), nuisance parking, smoke and fumes, various noise complaints and even a report of a dead animal needing disposal.

Licensing

Craven District Council is responsible for the control and licensing of an extensive range of activities and businesses in the district, including licensed premises, taxi drivers and street collections. Below are the new and renewed licence applications that have been processed by the Council in 2016/17.

New personal licences	45
Temporary Events Notice	300
New Premise Application	175
Hackney Carriage Driver renewals and applications	86
Private hire driver renewals and applications	7
Combined driver renewals and applications	3
Hackney Carriage Vehicles	110
Private hire	10
House to house	24
Street collections	42
Small Societies Lottery	14



ICT & Transformation

A number of key projects were started which would have a significant impact across the organisation.

IDOX Implementation

We have introduced a new back office system covering Planning, Building Control, Environmental Health, Licensing, Waste Management and GIS. Immediate savings were realised by reducing the ongoing support and maintenance costs with the potential of further savings through the implementation of new features within the system. The roll out of the system would begin at the start of the 2017/18 financial year.

New Website

Work started to develop a new and improved council website which will also deliver savings and efficiencies. Again the roll out of the system would begin at the start of the 2017/18 financial year.

Information Governance

Policies, procedures and a Governance Framework were created to ensure the Council follows good practice in managing its information assets and ensuring staff have the appropriate guidance to assist them in their duties and responsibilities.

Intranet

A new intranet was created for staff.



Waste Management

...and yes, the bins!

We provide an alternate weekly refuse collection for all domestic properties in Craven. In 2016/17, we prepared for the launch of a new recycling collection including paper and cardboard with glass cans and plastic bottles, which from April 2017 would be collected all together on alternate weeks to the refuse collection. This more efficient service makes recycling easier for residents. We also provide a commercial waste collection serving 1063 businesses.

There are a number of local recycling bring sites for residents across the district. These sites accept a wider range of materials including textiles. In addition, we run a garden waste collection service; in 2016/17 residents could subscribe to this for £26 per year and a total of 8753 properties across Craven had 9148 garden waste licences.

Street Cleansing

Verge patrols keep 1,717km of grass verges free of litter every year.

Street cleaners sweep 11,636km of streets and road channels and sweep 5,469km of footpaths.

We empty 317 litter bins and 201 dog bins.

We have nine Street Cleansing employees that keep all 550 square miles of the district clean.



Services we provide

Council Finances

In February 2017 Craven District Council set its budget for the following year.

CT Councillors approved a £5 increase in Council Tax to £162.21 (band D).

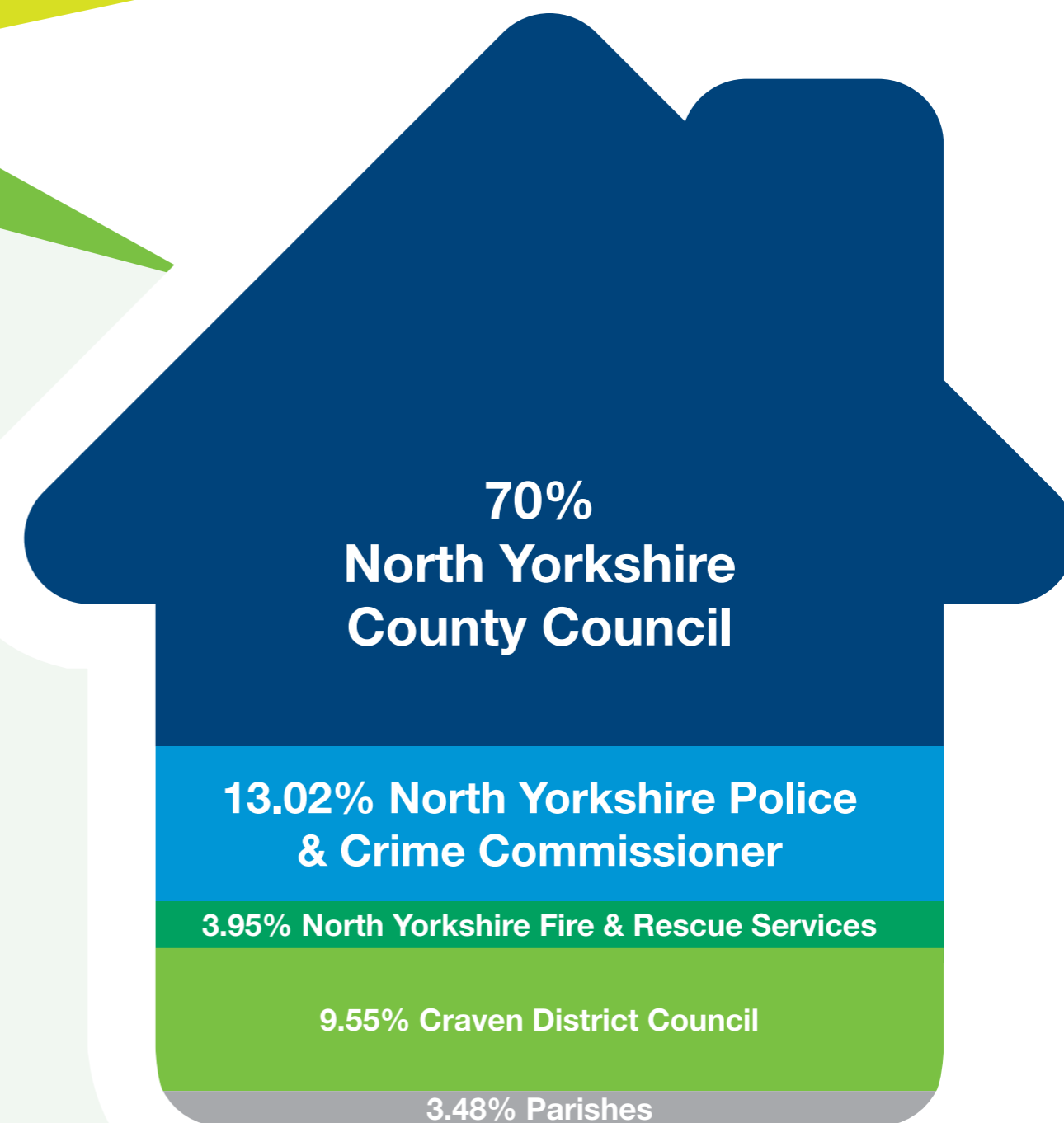
Members also approved a net revenue budget of £6.962m for 2017/18. Council Tax will generate a total of £3.584m towards this budget.

Council Tax is collected by Craven District Council on behalf of the Council, Town and Parish Councils, the County Council, the Police and the Fire & Rescue Authorities.

Remember - not all of the Council Tax you pay is retained by this Council.

i Craven District Council will keep just £162.21 (£3.12 per week) of the £1,699.35 paid in Council Tax by a Craven household in 2017/18 to fund the services it provides (based on an average band D property Council Tax 17/18).

The rest will go to North Yorkshire County Council, the Police & Fire Authorities and Parish/Town Councils.



Services we provide

Council Finances: The Challenge

Government grants, which used to make up a significant proportion of the Council's income, have been cut in the last few years and are set to further reduce going forward.

It is expected that the Revenue Support Grant will reduce to **zero by 2019/20** and other grants will also be significantly reduced by the same year.

This means we will need to save £813,000 over the next 4 years to 2020/21. The savings target in 2018/19 is forecast to be £332,000 increasing by £481,000 by 2020/21 to the £813,000. Despite the extensive cuts to the Government funding we still aim to provide quality services for the people of Craven.

Some of our services are statutory - we have to provide them. These include services such as environmental health, planning services, taxi licensing, food premise inspections, cleaning the streets and collecting household waste and recycling.

Other services are discretionary - we choose to provide them. These services include Aireville Park in Skipton, Craven Leisure.

Some of our services generate significant income for the Council which helps reduce the cost of providing them. These include car parking, planning, bereavement services, garden waste collections and Craven Leisure.

North Yorkshire County Council provide other services which CDC do not. They include education and social services, libraries, transport and highways.

We listen to your views

Every year we hold a budget consultation asking residents questions about their priorities for spending over the next year. The latest budget consultation began in August 2017. The Council's next budget will be set in February 2018.

So where exactly does your money go?

This till receipt provides more detail on each area of spending. It shows how your £3.12 a week in Council Tax is actually divided up – figures are based on an average Band D property.



CRAVEN DISTRICT COUNCIL

CORPORATE COSTS - INCLUDES AUDIT FEES, INSURANCE FEES AND BANK CHARGES	0.48
ASSETS AND PROJECTS - MANAGEMENT & RUNNING OF COUNCIL OWNED LAND AND BUILDINGS, INCLUDING BELLE VUE SQUARE, SKIPTON TOWN HALL, AIREVILLE PARK, AMENITY AREAS, PUBLIC CONVENIENCES AND PRIVATE GARAGES	0.40
SENIOR MANAGEMENT COSTS AND CENTRAL BUSINESS SUPPORT SERVICES	0.37
LEGAL & DEMOCRATIC SERVICES - INCLUDING MANAGING ELECTIONS AND COUNCILLOR ALLOWANCE PAYMENTS	0.33
FINANCIAL SERVICES - INCLUDING FINANCIAL MANAGEMENT AND PRODUCTION OF THE STATUTORY ANNUAL ACCOUNTS	0.30
REFUSE COLLECTION & RECYCLING	0.58
REVENUES & BENEFITS AND CUSTOMER SERVICES	0.25
INFORMATION SERVICES - ENSURING THE ONGOING AVAILABILITY, SECURITY AND DEVELOPMENT OF COUNCIL IT SYSTEMS AND TELEPHONY INFRASTRUCTURE	0.20
HOUSING AND HOMELESSNESS SERVICES	0.16
ENVIRONMENTAL HEALTH SERVICES - INCLUDING HACKNEY CARRIAGE AND PREMISES LICENSING	0.18
STREET CLEANSING	0.12
PLANNING AND BUILDING CONTROL SERVICES	
ECONOMIC DEVELOPMENT - INCLUDES SUPPORTING PROJECTS ACROSS THE DISTRICT TO SUPPORT ECONOMIC GROWTH, SUCH AS RURAL BROADBAND PROJECTS	0.11
CRAVEN MUSEUM & GALLERY, ARTS DEVELOPMENT, SUPPORT FOR TOURISM AND SKIPTON & SETTLE TOURIST INFORMATION CENTRES	0.11
PARTNERSHIPS & COMMUNICATIONS - INCLUDES WORKING WITH COMMUNITIES AND COMMUNITY GRANTS TO SUPPORT LOCAL ORGANISATIONS	0.10
HUMAN RESOURCES - INCLUDING PERSONNEL SUPPORT, TRAINING AND DEVELOPMENT COSTS AND HEALTH & SAFETY	0.09
CRAVEN POOL & FITNESS CENTRE, SKIPTON (GENERATES INCOME)	-0.04
BEREAVEMENT SERVICES (GENERATES INCOME)	-0.20
CAR PARKING (GENERATES INCOME)	-0.67
TOTAL COST TO YOU PER WEEK (£)	3.12





Performing for you

If you would like to get in touch, please contact Craven District Council at:

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Broughton Road, Skipton,
North Yorkshire, BD23 1FJ

9.00am to 5.00pm Monday to Thursday
9.00am to 4.30pm Friday

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Email: contactus@cravendc.gov.uk
Website: www.cravendc.gov.uk

