



**CRAVEN**

IN THE YORKSHIRE DALES

DISTRICT

Enter

# Annual Report 2015-16



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# Welcome to our Annual Report

We had a challenging but exciting year in Craven in 2015-16 with a number of highlights standing out against a tough national climate.

With further reductions in Government grants we have been focused on managing budget cuts by finding significant savings and generating additional income.

Partnership working has also been crucial with our scheme to build a new skate park and pump track in Aireville Park an excellent example of this.

By working with Craven Youth Council and Friends of Aireville Park we were able to access funds which wouldn't otherwise have been available, in order to raise the £100,000 needed to build the two new facilities.

Our ambitious plans to transform Skipton Town Hall into an arts hub for the district also took a huge leap forward in 2015-16. This is another project which will provide great benefits for the whole of Craven while also providing a source of income for the Council.

Craven Museum and Art Gallery is also well on its way to a major transformation after we were awarded an initial grant of £98,000 from the Heritage Lottery Fund, which will pave the way to a further bid for £1.4 million over the next year. The museum showed its potential with the magnificent Faith in Art exhibition, which attracted visitors from around the country.

Settle Tourist Information Centre went from strength to strength with a prestigious TripAdvisor Certificate of Excellence, as plans began to host the Tour de Yorkshire Stage One finish, which took place in April 2016.

A £100,000 scheme to transform Cross Hills village centre into a vibrant location for residents and visitors got underway, while another £110,000 was invested in improvements to Ingleton village centre.

We helped hundreds of homes and businesses around the district connect to superfast broadband, including Clapham, Ingleton and Chapel-le-Dale via the Broadband for Rural North network.

Our staff also worked hard to help those in need, from our own residents struggling to cope with flooding, to Syrian refugees fleeing the war in their country.

We face more difficult times ahead as the Government grant to local authorities is due to be cut to zero by 2020, but we will continue to do our best to serve and support our communities.



**Councillor Richard Foster**  
Leader



**Paul Shevlin**  
Chief Executive



# 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.

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. Their main decision-making body – the Policy Committee – makes most of the policy and strategic decisions. For certain major policy issues, the Policy Committee 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 the Council Meeting, 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 17-21.

Our Corporate Plan contains information about our strategic priorities for 2015-16 – see pages 13-16 to find out more.



# Highlights of the year:

## April 2015

### **Skipton Town Hall and Craven Museum & Gallery reopened with a flourish**

Skipton Town Hall reopened with a stunning concert from Skipton Camerata heralding the start of a new era for the building.

### **Consultation on designs for Skipton's new £100,000 skatepark**

Residents were invited to give their views on the designs for the new £100,000 skatepark proposed for Aireville Park in Skipton.

### **Help for Craven businesses to trade successfully online**

Local businesses were offered the chance to join the lucrative world of e-commerce and learn how to trade successfully online.

### **Businesses offered up to £3,000 to connect to superfast broadband**

Almost all businesses in Craven were given the chance to apply for a grant of up to £3,000 to fund the costs associated with connecting to superfast broadband.

### **Skipton Triathlon transformed Aireville Park into a sporting wonderland**

Hundreds of triathletes descended on Aireville Park in Skipton for the hugely popular Skipton Triathlon.

## May 2015

### **Elections held in Craven**

General election, district council and parish council elections took place.

### **New chairman and lead members appointed**

At the Annual Meeting of Craven District Council, a new chairman, Councillor Robert Mason, was appointed.

### **Dales Hearts added joy and surprise to the beautiful countryside**

Thousands of brightly coloured hearts popped up all over the Dales as part of a project to inspire visitors to slow down and enjoy the beautiful villages and countryside.

### **Council joined the Chicken Challenge to stop food poisoning**

Dozens of people in Craven fell ill from food poisoning due to chicken last year - and the district council joined a campaign to cut the number of people affected.

### **Pump track at Aireville Park awarded £25,000 grant**

Friends of Aireville Park were celebrating after winning a £25,000 grant from Yorumture for a new bike pump track at the park.

### **Youth groups braved the Dragons' Den to claim vital funding**

Youth groups were awarded funds for vital projects by Craven District Council's Dragons' Den.

## June 2015

### **Hundreds of cyclists braved Le Petit Depart despite the weather**

Skipton's Le Petit Depart was a roaring success as hundreds of cyclists powered through the Dales despite rain and wind.

### **Settle Tourist Information Centre judged excellent!**

Staff and volunteers at Settle Tourist Information Centre were celebrating after being awarded a prestigious TripAdvisor Certificate of Excellence.

### **Work began on £100,000 skatepark in Skipton's Aireville Park**

Work started to create a state-of-the-art skatepark in Aireville Park, Skipton.

### **Craven District Council former chairman handed over fundraising cash to Lupus UK**

A charity which supports sufferers of lupus was given £3,761.48 by Councillor Linda Brockbank, the previous chairman of Craven District Council.

### **Crowds turned out in Skipton for The Yorkshire Regiment Freedom Parade and Armed Forces Week**

Crowds were out in force to welcome the Yorkshire Regiment home in Skipton town centre.

### **Residents were asked: What do you think of your town?**

Residents across Craven were surveyed by the district council to find out more about the state of local market towns and villages.

## July 2015

### **Thousands turned out for first ever Science Fitness Skipton Cycle Races**

Thousands of people lined the streets to cheer on children, amateur and elite cyclists as they took part in the first ever Science Fitness Skipton Cycle Races.

### **New bike pump track opened in Aireville Park - just in time for the summer holidays**

Cyclists were celebrating after the new pump track in Aireville Park, Skipton, opened in time for the summer holidays.

### **Carleton-in-Craven joined superfast broadband digital highway**

Hundreds of residents in Carleton-in-Craven and Skipton were able to join the superfast broadband highway - thanks to Craven District Council and the Superfast North Yorkshire project.

### **Council customer services teams celebrated success**

Craven District Council teams who help members of the public on a daily basis were recognised as national leaders in customer service.

### **Major £450,000 project to transform canal paths from Skipton to Bradley announced**

A £450,000 project to transform the canal path south of Skipton was set to begin in the autumn, and Craven District Council agreed an additional £300,000 to be spent on further improvements to the Leeds-Liverpool canal.

### **New healthy lifestyle service launched to tackle obesity in Craven**

A new healthy lifestyles programme was launched in Craven to help around 10,000 people in the district who are classed as obese.

### **Tale of Two Festivals: Puppets and yarn took over Craven Museum & Gallery**

Spectacular and sometimes slightly scary puppets along with glorious crochet works went on display at Craven Museum and Gallery.



August 2015

**New £100,000 skatepark opened in Skipton's Aireville Park**

A brand new state-of-the-art skatepark opened ahead of schedule in Aireville Park, Skipton - and was very well used!

**Councillors approved £100,000 plans to boost Cross Hills village centre**

Plans to make Cross Hills village centre a vibrant location for residents from across South Craven were approved by Craven District councillors.









## September 2015

### Craven District Council discussed how to help Syrian refugees

Craven District Council worked with North Yorkshire's county and district councils, police and health care providers, to work on a combined approach to re-settle Syrian refugees in North Yorkshire.

### Skatepark officially launched in Aireville Park

Skipton's new skatepark was officially launched in Aireville Park with a spectacular display of skating and scooting.

### Cricket club celebrated £2,000 grant to help rebuild ancient pavilion

Sutton-in-Craven Cricket Club looked forward to the future after Craven District Council awarded a grant of £2,000 towards the rebuilding of its 80-year-old pavilion.

### Thousands of pounds offered to Craven businesses to train staff

Craven businesses were encouraged to apply for thousands of pounds to help train their staff.

### Free advice for landlords at the 2015 Craven and Harrogate Landlord Event

Landlords and letting agents were invited to a free event to find out more about new rules and regulations.



## October 2015

### Craven Community Champion Awards 2015 - the winners!

The winners of the fourth annual Craven Community Champion Awards were announced at a glittering ceremony at Coniston Hotel.

### Flagship Tour de Yorkshire cycle race revealed to be speeding its way to Settle

Settle was announced as a host for the Tour de Yorkshire cycle race in 2016.

### Craven District Council - Your Money, Your Say!

Craven District Council asked for residents' views as it began the process of setting its revenue budget for the 2016/17 financial year.

### Spooky goes-on at Craven Museum and Craven Swimming Pool & Fitness Centre for Halloween

Craven Museum & Gallery held a spook-tacular event to celebrate Halloween.

### Residents asked to help protect green space in communities

Craven communities were asked to identify important areas of green space which need protecting in the district.

## November 2015

### Craven District Council signed up first tenant for new-look Town Hall

Skipton Town Council confirmed its move back to Skipton Town Hall, after a gap of over 20 years.

### Work began on transformation of canal tow path between Skipton and Bradley

The £450,000 project got underway.

### Craven District Council told thousands of Twitter followers what council officers do on #OurDay

Craven District Council joined local authorities across the country in a tweetathon - giving thousands of residents an insight into the jobs councils do every day.

### Craven District Council plans to build new homes for shared ownership

Craven District Council revealed to be working on plans to become a private developer.

### BBC was full of praise for Skipton Town Hall following live broadcast

BBC Radio 3 regular Tom Redmond praised Skipton Town Hall as 'a magnificent nineteenth century building' when he visited for a live broadcast.

### Craven house building targets approved by policy committee

A target of 5,120 new homes across Craven between 2012 and 2032 was agreed by members of Craven District Council's policy committee.

### Greatwood School children became Art Champions

Children from Greatwood School in Skipton took part in a new art scheme that saw their work go on public display.

### Former Chairman, Councillor Andy Quinn passed away

It was with deep regret that the Council announced our former Chairman Councillor Andy Quinn had passed away.

## December 2015

### Christmas recycling - residents asked to help the planet over the festive season

Craven District Council called on residents to do their bit to reduce landfill at Christmas by recycling as much as possible.

### Changes to Blue Badge Parking announced

Blue badge holders in Craven were reminded of changes to parking regulations which were being introduced on January 4, 2016.

### Food establishments in Craven given top ratings

Craven restaurants, pubs and takeaways are among the safest in the country, according to a national scheme.

### Small Business Saturday supported by the council

Craven District Council celebrated 'Small Business Saturday' and urged residents to support local companies.



January 2016

**Competition launched to bring giant land art to Tour de Yorkshire route**

With fewer than 100 days to go until the Tour de Yorkshire 2016, a competition to decorate the route with huge pieces of land art was launched.

**Recovery of historic stone marked the start of Skipton town centre flood defence work**

A ceremony took place to mark the beginning of work to improve flood defences in parts of Skipton town centre.

**Flooded properties in Craven offered up to £500 to help with recovery costs, and a full council tax discount**

The government provided local authorities with Community Grants as part of the Communities and Business Recovery Scheme.

**Council caretaker won gold at the Commonwealth Powerlifting Championships**

A Craven District Council caretaker was celebrating after winning gold for Great Britain at the 2015 Commonwealth Powerlifting Championships in Canada.

**World champion brothers aimed for further success in Aikido**

Two brothers from Flasby became World Champions in the martial art of Aikido after being supported by Craven District Council's FANS scheme, which offers free facilities to elite athletes.





## February 2016

### **Craven District Council awarded £250,000 from Arts Council England to transform Skipton Town Hall**

Arts Council England granted Craven District Council £250,000 to create a high quality multi-use and theatre space at Skipton Town Hall.

### **Spectacular display of Islamic art unveiled at Craven Museum & Gallery**

Craven Museum & Gallery opened a stunning new exhibition - showing work from some of the top contemporary Islamic artists working in the UK.

### **Craven District Council agreed budget for 2016-17**

Craven District Council approved a fully funded and balanced Revenue Budget of £7,876,000 for 2016/17.

### **Residents voted for the Friends of Aireville Park to receive £12,000 towards new children's play equipment**

The Friends of Aireville Park took part in Tesco's Bags of Help initiative securing valuable funds.

### **Council Plan 2016-2019 set out vision for Craven**

Craven District Council set out its vision for the next three years in a new Council Plan.

### **Craven District Council given extra Government cash to reduce impact of funding cuts**

Craven was recognised by the Government as one of the areas worst hit by funding cuts - and was given extra grants to help.

### **£1.5 million to support residents to warm their homes**

Up to £1.5 million was made available for people across Leeds City Region - including Craven - who needed help to heat their homes or make their property more energy efficient.

### **Craven Emerging - a fantastic opportunity for young local bands**

Craven Emerging was launched - a brand new music event for young people at Skipton Town Hall offering new bands the chance to showcase their talents.

## March 2016

### **Craven District Council celebrated National Apprenticeship Week**

Craven District Council celebrated the achievements of its apprentices during National Apprenticeship Week.

### **Official Tour de France picture donated to Craven Museum & Gallery**

An iconic print by North Yorkshire artist Alister Colley, which celebrates the Tour de France in Yorkshire, was donated to Craven Museum & Gallery.

### **Skate park activity day in Aireville Park**

Young people from across Craven were invited to a skate park activity day at the new skate park in Aireville Park, Skipton.

### **Work to improve Ingleton car park began**

Work to refurbish Craven District Council's car park in Ingleton to encourage more shoppers to the village took place.

### **Council launched campaign to clean grass verges in Craven**

Craven District Council announced a campaign to clear all the verges on the main roads of litter this spring.

### **Craven welcomed Leeds City Credit Union**

Craven District Council announced a partnership with Leeds City Credit Union, offering people an easy and safe way of saving and borrowing money.

### **Cross Hills Retail Area Consultation**

Cross Hills residents and businesses were asked to comment on ideas to improve the appearance of the main shopping area.





## *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 four priorities for 2015-2016

• Enterprising Craven • Working With Communities • Financial Resilience • Greener Craven

### Enterprising Craven

#### Superconnected Craven Broadband Voucher Scheme

This scheme was launched in April 2015 and awarded 85 businesses with vouchers worth a total of £110,000 to access improved broadband connectivity. The Council exceeded its target of delivering support to 64 businesses, or 2% of the district's business stock through the scheme.

The scheme was funded as part of the Government's Superconnected Cities programme to increase the take-up of superfast broadband. Evaluation of the programme shows that each business receiving a voucher benefited from an additional £1,300 profit per annum and created 0.27 jobs per business; equivalent to 23 jobs in Craven.

The Voucher Scheme helped to provide the support needed to enable the community of Clapham to realise its aspiration to receive hyperfast broadband by connecting to the Broadband for the Rural North (B4RN) network.

#### Hyperfast broadband

The year saw the formation of community-led projects in Ingleton and Chapel-le-Dale to build a connection to the Broadband for Rural North (B4RN) network. Both projects will deliver access to hyperfast broadband for some of the district's remoter communities. The Council has assisted both projects by giving permission to use its land to accommodate infrastructure, giving advice and support on project development and delivery, and the provision of a community grant.

#### Digital Enterprise Support Programme

In December, the Council agreed to make a contribution of £8,000 to support a bid for £4.2million of European funding to deliver a Digital Enterprise Support Programme across the Leeds City Region, including Craven. The programme, which is worth £8.4 million, will provide businesses with training, mentoring and access to capital grants to improve their digital infrastructure.

#### Leeds & Liverpool Canal Improvements

In July, the Council agreed to invest up to £300,000 of its New Homes Bonus receipts to improve accessibility along the stretch of the Leeds-Liverpool Canal running through Craven District. This is in addition to the £450,000 of funding secured last year from the Department of Transport to upgrade the 4km section of towpath from Skipton to Bradley, and which was completed by the Canal & River Trust in July 2016.

In November, the Council commissioned initial design ideas and feasibility work for the future replacement of Gallows Bridge in Skipton in order to improve the accessibility of this direct route between the town centre, bus station and railway station. Up to £10,000 has been made available from the Council's New Homes Bonus receipts to fund this work.

#### Skipton Flood Alleviation Scheme

The start of the town centre flood defence works which form part of the Skipton Flood Alleviation Scheme was launched in January.

Costing £13.8million, the scheme will reduce the risk of flooding to more than 500 homes and businesses in the town. The Council has worked closely with the Environment Agency to secure the funding needed. The Flood Alleviation Scheme will enable land, which is currently in the floodplain to be developed for employment. Weather permitting, the scheme should be completed by early 2017.



## Wyvern Park, Skipton

Planning permission was issued for the development of phase one of Wyvern Park. Located on the edge of Skipton town centre, the development will provide 24,155 square metres of new employment space, accommodate up to 1,040 jobs and 200 houses. It is expected that the development will generate £30million gross value added annually for the Craven economy. The developer is looking to start work on-site in early 2017.

## SME Growth Manager

In June, the SME (Small and Medium-sized Enterprises) Growth Manager started. The post, which is part-funded by the Leeds City Region Local Enterprise Partnership, is part of the region's business growth service. Launched in 2015, the service has been created to help those businesses that want to grow to explore and identify the support that is right for them.

During the first nine months, the SME Growth Manager has worked with 13 businesses from a mix of sectors such as manufacturing and engineering, distribution and logistics, and healthcare technologies. The type of support provided includes assistance in finding and securing finance, developing the skills of their workforce, exporting, to boosting productivity and reducing energy costs.

Evaluation carried out to assess the impact of the growth service in its first year, found that 71% of businesses said they were more likely to meet their growth aspirations as a result of the support they received from the SME Growth Manager.

## Ad:Venture – Enterprise Support Programme

The Council joined a local authority-led consortium, to bid for £6.88million of European funding to deliver a £13.76million programme of wrap-round support for pre-start, young and new firms with growth potential in the Leeds City Region. In July, the Council agreed to make a contribution of £46,123 to support the costs of delivering the programme (known as Ad:Venture) in Craven.



## Businesses Assisted

During the year, the Council assisted 108 businesses to improve their performance, either through the provision of consultancy at one of the Pop-Up Business Advice Cafes held in Ingleton and Skipton, or at one of the masterclasses focusing on topics such as successful retailing online and finding new ways to increase visitor spend. The number of businesses assisted exceeded the Council's target by 2.86%.

## Tourist Information Centres

Skipton Tourist Information Centre, at Skipton Town Hall, saw 86,187 people come through its doors in 2015-16. 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.

Settle Tourist Information Centre provided assistance to 26,594 people, including a growing number of residents seeking clarification on changes to bus timetables, ideas for entertaining visiting friends and family, a supply of doggy poo bags and applying for bus passes and parking permits. The number of people helped exceeded the Council's target by 15.6%.

In June, the Centre was awarded a prestigious TripAdvisor Certificate of Excellence. The Centre was given the award after consistently achieving outstanding traveller reviews on the influential website. The majority of reviews gave the Centre a rating of excellent and many of the reviewers mentioned the friendly, knowledgeable and helpful staff.

## Market Towns – Ingleton

In June, the Council agreed to invest £110,000 of its New Homes Bonus receipts to support the delivery of the Ingleton Village Centre Action Plan. Developed in partnership with Ingleton Parish Council and local businesses, the plan identifies a series of projects that have been designed to improve the attractiveness of the village centre environment and help businesses improve their productivity. The first of these projects was completed in March with the refurbishment of the main car park and introduction of a "Pop and Shop" scheme to give residents and shoppers access to low cost parking that is close to the main shopping area.

The refurbishment work included the creation of a new pedestrian walkway, resurfacing, new lighting and landscaping, including the removal of an old Portakabin to open up the view across the Viaduct.



## Market Towns - Cross Hills

In July, the Council agreed to use £100,000 of its New Homes Bonus receipts to deliver a number of actions to improve the appearance of the core retail area. The first of these projects is the refurbishment of Hall Street car park to provide an events space, provision of new street furniture and creation of a seating area with flower beds.

## Town Centre Health Checks

In February, a series of six town centre health checks were published. The health checks investigated representation of businesses, environmental quality, accessibility, customer views and behaviours within the market towns and service centres of Bentham, Cross Hills, Grassington, Ingleton, Settle and Skipton.

Common themes identified included higher than average representation from convenience retailers, low footfall and areas of public realm and street furniture in need of improvement and investment. The health checks also noted that each of the towns is positioned in a high quality environment with low levels of crime and a good range of quality independent retailers.

The health checks form part of the Craven Retail and Leisure Study commissioned to assess the current convenience and compare retail and leisure offer across the district and provide a robust evidence base to inform retail and town centre policy within a new Local Plan for the District.



## Working With Communities

2015/16 was an exciting year for our communities with a range of events and developments taking place.

### Pump Track and Skate Park

We were delighted to open a new pump track and skate park in Aireville Park in Skipton, thanks to a number of sponsors and partners, and Friends of Aireville Park. This is a fantastic new facility for young people in the district and has been extremely well used.

### South Skipton Project

Our partnership support for the South Skipton project continued. The project won £8,400 from Awards for All, part of the Big Lottery Fund, for a Community Leadership Programme, while Scoff Café went from strength to strength and won a Community Champions Award.

### Cycling Legacy

We continued to build on the legacy of the Tour de France with a number of 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, was a thrilling event and was so successful that British Cycling included the town in its elite series for 2016. Le Petit Depart attracted hundreds of amateur cyclists to take on some of the Grand Depart route, and Settle was announced as a host town for the Tour de Yorkshire Stage One finish.

### Community Champions

The Community Champions Awards continued to go from strength to strength in 2015, highlighting some incredibly dedicated people who put in huge amounts of time and effort to improve and enrich their communities.

### Community Grants

During 2015/16, 25 groups were awarded community grants totalling £21,072. Projects to receive funding ranged from £150 to £2000. On average CDC grant funding made up 5.5% of the total costs for each project. This means that each £1 of grant funding awarded by Craven District Council was matched by £17 of funding from other sources, bringing in additional funding of £359,149 to support community projects in Craven.

### 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. In the winter of 2015/16, we were called upon to help tackle some serious flooding in parts of the district, distributing thousands of sandbags during severe weather over the Christmas holidays. Our Environmental Health officers were working for long hours in terrible weather conditions, some dropping their Christmas plans at very short notice to turn out and help.

This demonstrated the Council's teamwork at its best – if it were not for the efforts of these dedicated officers, many more properties would have been affected by the floods. We also helped residents recover from flooding by assisting them to access grant funding.



## Financial Resilience

The Council has continued to address the financial pressures it faces in the light of cuts to government funding to ensure it remains financially sustainable and has robust arrangements in place for securing value for money.

### Financial Plan

The Plan sets a target of £1 million in additional income/savings by the end of 2019/20. £100,165 has been achieved in 2015/2016 against a target of £300,000, due to slippage in the timescales of a number of projects. Savings identified include insurance, banking and mobile phone contracts and agreements of leases at Skipton Town Hall. Work will continue to deliver a number of further projects in order to meet the savings needed to balance the Council's budget.

### Shared ownership housing developments

A specific area of focus as part of the plan is building homes for shared ownership or rent, with expectations of generating £45,000 in additional income by the end of 2019/20. Approval has been given from members to acquire three properties from developers as part of a shared ownership scheme and planning permission for the development of three houses has been granted as part of a pilot scheme.

### Exploring savings

Together with Selby District Council, the Council had been running a procurement exercise looking to find a partner for the delivery of the Revenue and Benefits Service, and in addition for IT services for the Council. Expectations included in the Council's Income and Savings Plan were for a £10,000 cost saving. The procurement process has however been terminated following detailed evaluation of outline submissions which did not sufficiently align with the Council's aspirations for the services. The Council will continue to explore options for improving the service and delivering value for money.

### Skipton Town Hall

The Council has continued to implement its business plan to restore Skipton Town Hall as a sustainable and vibrant community venue, investing further capital expenditure of £395,000 for refurbishment and alteration works and £20,000 from the New Homes Bonus Infrastructure Reserve allocated for a feasibility study for the future development of the concert hall. The Plan includes developing the space for letting to a range of business and commercial entities. This has generated additional income in the region of £9,000 in 2015/16 and is expected to generate further income in the region of £268,000 to the end of 2019/20.

## Greener Craven

### Carbon emissions

We have committed to reducing carbon emissions both within Craven District Council and throughout the Craven district as a whole. This year, efficiency changes were made at the Crematorium to reduce carbon emissions and fossil fuel usage. Skipton Town Hall also reopened with a brand new boiler replacing the ancient, inefficient boiler, improving the energy efficiency of the building.

### Green spaces

Craven communities were asked to identify important areas of green space which need protecting in the district. We asked people, via Town and Parish Councils, to put forward areas of green space for consideration for designation as Local Green Space in either the Craven Local Plan or in Neighbourhood Plans prepared by parishes.

### Energy efficiency

The council continued to work with Better Homes Yorkshire to support residents to make their properties more energy efficient, and funds were made available to residents of the Leeds City Region, including Craven.

### Recycling

Recycling levels across Craven were at 41.38 per cent. This year we also started collecting beverage cartons as part of the recycling collection. We also provide a garden waste subscription service; in 2015/16, a total of 8,709 properties across Craven had 9,065 garden waste licences.





# *Services we provide*

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

## Craven Pool and Fitness Centre

- No of visits to the facility: **220,000**
- Turnover: **£1.2m**
- No of children receiving swimming lessons: **1,200**
- Growth in memberships to **c2,000** with a low drop-out rate of less than **5%**
- Clubs operating from the facility include:
  - Skipton Swim Club
  - Craven Energy Triathlon Club
  - Skipton Karate Kids
  - Skipton Running Club
- The largest pool based triathlon in the North with over **700 participants** in April 2015
- **2,550 hours** of exercise classes from spinning to body pump to Zumba to spinning
- 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 local health authority.
- 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 £2.4m**. The pool has recorded an overall operational surplus again for 2015/16 of **£50k**

## Customer Services

Between the week commencing the 6th April, 2015 and the 28th March, 2016, Craven District Council dealt with 32,365 visitors in reception, which is a slight increase on the previous year.

Our call centre received 61,929 calls of which 53,733 were answered (86.8%). This was a substantial increase in calls received in 2014/15, so it is good to report such a high percentage of calls still being handled.



## Craven Museum and Gallery

### Exhibitions held:

- **Magna Carta**  
(1st May – 30th Jun 2015) 10,468 visitors
- **Forest of Possibility**  
(7th May – 30th Jun 2015) 9,151 visitors
- **A Tale of Two Festivals**  
(15th Jul – 4th Oct 2015), 17,730 visitors
- **Champions**  
(10th Oct – 12th Oct 2015), 531 visitors
- **Craven Open**  
(24th Oct – 24th Dec 2015), 6,369 visitors
- **Granary Arts Exhibition of Life Drawing**  
(22nd Jan – 25th Jan 2016), 457 visitors
- **Faith in Art**  
(5th Feb – 9th Apr 2016) 7,402 visitors

Total number of visitors to the museum and gallery  
1st April 2015 – 31st Mar 2016: **64,798**

### Events:

- Museum at Night Halloween special
- World Fair Trade Day
- Paper art
- Sheep Day
- Art of paper cutting: Turkish Iznik designs
- Intro into Arabic calligraphy

### External funding received 2015/16: £140,080

- Friends of Craven Museum funded purchase of a medieval earscoop for £80
- Heritage Lottery Fund 'Stories and treasures of street and dale' - £140,000 development stage (1.4 million delivery phase)

### 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.



## Planning

We dealt with a total of 1021 planning determinations in 2015-16 and exceeded national targets in all areas across the year.

	Percentage delivered in time	Target
<b>Majors</b>	<b>72%</b>	<b>60%</b>
<b>Minors</b>	<b>66%</b>	<b>65%</b>
<b>Others</b>	<b>81%</b>	<b>80%</b>

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 m<sup>2</sup>, 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.

Other determinations are applications that are not included in the Performance Indicators and include applications relating to tree matters and applications for non-material amendments.

Work continued on Craven's Draft Local Plan in preparation for a public consultation to run from April 5, 2016 to May 31, 2016, on the second informal (pre-publication) draft of the new local plan.

## Revenues and benefits

Welfare Reform continued with further changes to Housing Benefit. The increased effect of the reforms saw a 64% increase (compared to the previous year) in expenditure from the Discretionary Housing Payments fund.

Craven also saw the arrival of Universal Credit although numbers claiming it remain relatively low. Universal Credit will continue to be rolled out this year and the number of people claiming it should dramatically increase from October 2016. The Council Tax Reduction Scheme remained unchanged in 2015/16.

Despite the welfare reforms it is pleasing to report that Council Tax collection remained constant and Craven remains in the upper quartile for collection performance.

**Council Tax collection rates for 2015/16 – 98.80%**

**Business Rates collection rates for 2015/16 – 99.00%**

## 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 remained high with 322 approaching in 2015/16. There has been a substantial increase in the number of households approaching with issues relating to renting accommodation at 37% compared to 20% last year, and we anticipate this increasing over the next year due to new welfare reform initiatives.

The team have prevented 39 households from becoming homeless, which is an increase on the previous year. We have also issued 20 Bonds and Rent in Advance.





### Craven Community Safety Partnership

The Craven Community Safety Partnership aims to support the reduction in crime across the district by working with and supporting various organisations including statutory authorities in the district (for example housing associations, social services, mental health services, and the police).

Priority areas include anti-social behaviour, domestic abuse, children and young people, and rural crime. 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.

Every month a group of colleagues within the partnership meets to consider individual cases or issues where there may be a need for support or intervention working together, and preparatory work has been undertaken to implement the powers conferred on local councils by the Anti-Social Behaviour Crime and Policing Act 2014.

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.

### Bereavement Services

- Waltonwrays Cemetery and Crematorium Social History Display: Staff at the Crematorium have pulled together (with the help of Craven Museum staff) a social history of Waltonwrays cemetery and crematorium which dates back to its opening in 1873. There are many artefacts on display in the Book of Remembrance Chapel, including information relating to the design of the buildings, mourning jewellery and two biers (the carriages used to transport coffins from homes to the cemetery). Other interesting items include information regarding the setting up and opening of the crematorium in 1952, the official opening invitation and old photographs.
- Bronze Standard for Burial and Cremation Services: Craven Bereavement Services has become a member of the Charter for the Bereaved, and has achieved the Bronze Standard. The Charter for the Bereaved is managed by the Institute of Cemeteries and Crematorium Management (ICCM) in order to set standards of service for the industry. Members of the public can be assured that an authority that has adopted the Charter is committed to providing an excellent service designed to meet their needs.
- Bereavement Service improvements: Following consultation with funeral directors, ministers and the bereaved, there have been some changes to the service to improve them. These include the extension of chapel service times from 40 to 50 minutes to improve the customer experience. The holding over of coffins, with the applicant's consent, has been introduced to reduce carbon emissions and fossil fuel usage. Efficiency savings are also being made by emailing all cremation forms to the medical referee, following approval to do so by the Ministry of Justice.

Is your partner ever **violent** or **abusive**?

Are you **scared** by the things they do or say?

Do they **control** where you go or the friends you have?

For free and confidential help, support or advice call **03000 110 110\*** visit [www.idas.org.uk](http://www.idas.org.uk)

**FREE and CONFIDENTIAL** **HELPLINE** 03000 110 110\* [www.idas.org.uk](http://www.idas.org.uk)

\*this number may show up on your phone bill





## Environmental Health

- We undertook **215 food safety inspections** and investigated complaints about food and food premises.
- There was **1** outbreak of food borne disease in Craven last year, namely Cryptosporidium.
- **72 risk assessments** were carried out on private water supplies which serve more than **22%** of the population of Craven along with routine sampling. **47%** of these samples contained unacceptable levels of bacteria.
- We supported all the larger festivals held in Craven this year.
- **53 private sector housing inspections** were undertaken.
- We maintained stores of sandbags at many of our rural villages for flood prevention and alleviation.
- **89 domestic properties and 24 commercial properties were flooded internally.** Hundreds of visits were undertaken and over **6,000 sandbags were deployed** across the district in December.
- We regularly inspect and clear debris from **34 screens** to prevent storm/floodwater flooding people's homes.
- We were consulted on **252 planning applications.**

## Clean Neighbourhoods

Our Clean Neighbourhoods team responded to a total of **835 callouts in 2015/16.**

These vary widely including flytipping (**187 callouts**), dog fouling (**104 callouts**), littering (**58**), abandoned vehicles (**55**), barking dogs (**45**), stray dogs (**53**), dangerous dogs (**19**), nuisance parking, smoke and fumes, various noise complaints and even a report of a dead animal needing disposal.

### ... and yes, the bins!

We provide a fortnightly refuse collection for all domestic properties in Craven. In addition, we also provide kerbside collections of paper and cardboard which is collected on alternate weeks to the refuse collection. Glass, cans and plastic bottles are collected every four weeks and garden waste is collected on a fortnightly basis. In 2015/16 we also started collecting beverage cartons as part of the recycling collection. We also provide 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 to which residents can subscribe for **£26 per year**; in 2015/16, a total of 8,709 properties across Craven had **9,065 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.**

On top of this, we empty **317 litter bins** and **201 dog bins** on varying frequencies dependent on their usage. We have nine Street Cleansing employees that keep all **550 square miles** of the district clean.



# Council Finances

*In February 2016 Craven District Council set its budget for the following year.*

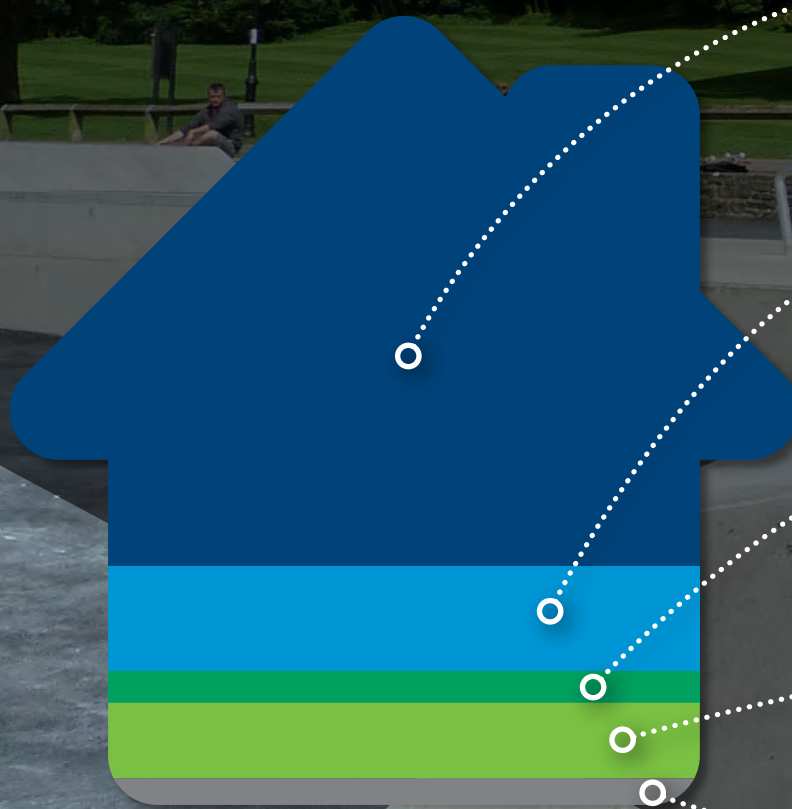
Councillors approved a £5 increase in Council Tax to £157.21 (band D). The increase came after five years of a Council Tax freeze.

Members also approved a net revenue budget of £7.896m for 2016/17. Council Tax will generate a total of £3.431m 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.**

Craven District Council will keep just £157.21 (£3.02 per week) of the £1,641.61 paid in Council Tax by a Craven household in 2016/17 to fund the services it provides (based on an average band D property Council Tax 16/17). The rest will go to North Yorkshire County Council, The Police & Fire Authorities and Parish/Town Councils.



69.68%  
North Yorkshire  
County Council

13.22%  
North Yorkshire Police  
& Crime Commissioner

9.58%  
Craven District Council

4.01%  
North Yorkshire  
Fire & Rescue

3.51%  
Parishes



# 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 £1,119,000 over the next 4 years to 2019/20. The savings target in 2017/18 will be £775,000 rising by £237,000 in 2018/19 to £1,012,000 and rising by a further £107,000 in 2019/20 to £1,119,000.

Despite the extensive cuts to 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 Pool & Fitness Centre and Craven Museum & Gallery.

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 the Craven Pool & Fitness Centre.

North Yorkshire County Council provides other services which CDC does 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 ends on November 4th, 2016. The Council's next budget will be set in February 2017.

## **So where exactly does your money go?**

This till receipt provides more detail on each area of spending. It shows how your £3.02 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	0.51
ASSETS AND PROJECTS - INCLUDES MANAGEMENT & RUNNING COSTS OF COUNCIL OWNED LAND AND BUILDINGS	0.37
SENIOR MANAGEMENT COSTS AND CENTRAL BUSINESS SUPPORT SERVICES	0.32
LEGAL & DEMOCRATIC SERVICES - INCLUDES MANAGING ELECTIONS	0.31
FINANCIAL SERVICES - INCLUDES FINANCIAL MANAGEMENT AND PRODUCTION OF STATUTORY ACCOUNTS	0.26
REFUSE COLLECTION AND RECYCLING	0.49
REVENUES & BENEFITS AND CUSTOMER SERVICES	0.22
INFORMATION SERVICES	0.24
HOUSING AND HOMELESSNESS SERVICES	0.19
ENVIRONMENTAL HEALTH SERVICES - INCLUDES LICENSING	0.20
STREET CLEANSING	0.15
PLANNING AND BUILDING CONTROL SERVICES	0.10
ECONOMIC DEVELOPMENT - INCLUDES SUPPORTING PROJECTS ACROSS THE DISTRICT TO SUPPORT ECONOMIC GROWTH	0.13
CRAVEN MUSEUM & GALLERY, ARTS DEVELOPMENT, SUPPORT FOR TOURISM AND SKIPTON & SETTLE TOURIST INFORMATION CENTRES	0.09
PARTNERSHIPS AND COMMUNICATIONS - INCLUDES WORKING WITH COMMUNITIES AND COMMUNITY GRANTS	0.09
HUMAN RESOURCES - INCLUDES PERSONNEL SUPPORT, TRAINING AND DEVELOPMENT COSTS, AND HEALTH AND SAFETY	0.08
CRAVEN SWIMMING POOL AND FITNESS CENTRE, SKIPTON (GENERATE INCOME)	-0.01
BEREAVEMENT SERVICES (GENERATE INCOME)	-0.15
CAR PARKING (GENERATE INCOME)	-0.59
<b>TOTAL COST TO YOU PER WEEK</b>	<b>£3.02</b>



(00) 0 0123456 123456789 0

# Performing for you

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

**1 BELLE VUE SQUARE  
Broughton Road, Skipton,  
North Yorkshire, BD23 1FJ**

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

Telephone: **01756 700600**

Emergency out of hours contact number: **01653 699 392**

Email: **[contactus@cravenc.gov.uk](mailto:contactus@cravenc.gov.uk)**

Website: **[www.cravenc.gov.uk](http://www.cravenc.gov.uk)**

