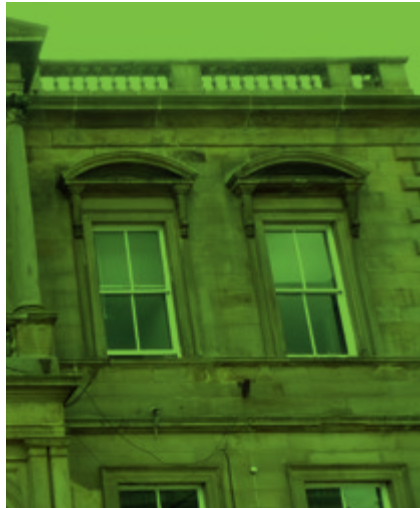




**CRAVEN**  
IN THE YORKSHIRE DALES  
D I S T R I C T



Enter



CRAVEN DISTRICT COUNCIL  
ANNUAL REPORT  
2017/2018



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# Welcome to our Annual Report

This year Craven was crowned as the happiest place to live in the UK – and we've certainly got plenty to celebrate.

In 2017/18 we made huge strides forward with several major projects and launched a number of initiatives which will improve the lives of residents even further.

One of our greatest achievements was the £1.5million National Lottery grant from the Heritage Lottery Fund for our Stories & Treasures of Street & Dale project to completely redevelop Craven Museum.

This will bring Craven Museum and Exhibition Gallery into the 21st century as an exciting, engaging and sustainable heritage attraction with fantastic new displays, events and education programmes, and is part of our wider vision for Skipton Town Hall as an arts and heritage hub for Craven and beyond.

This year we also launched our Great Place: Lakes and Dales project, funded by £1.34 million from Arts Council England and the Heritage Lottery Fund.

This is a ground-breaking scheme, led by Craven District Council in partnership with South Lakeland District Council (SLDC), and the Yorkshire Dales and Lake District National Park Authorities, which aims to retain and attract younger people and business to the area by developing more creative and cultural opportunities.

We have continued to progress our plans to develop and boost the local economy with our Growth Deal project to improve highway and transport infrastructure in Skipton. One of the first phases of this was the consultation on designs for the improvement of the canal waterfront through Skipton town centre.

Craven's Local Plan has been in the works for a number of years – at the end of 2017 and after a great deal of hard work, we were finally able to approve a version for publication. We subsequently submitted the Draft Local Plan to the Secretary of State for examination, and await this examination in public later in 2018.

This year we launched a Cleaner Craven campaign, cracking down on environmental crimes such as fly-tipping, dog fouling and littering. We have seen some major successes with key, high-profile prosecutions and an increase in fines, and we will continue with this work to stop people from spoiling our beautiful district.

We have also begun drawing up plans to provide electric car charging points in our car parks, and we are currently working on introducing Green Apple Awards for environmental best practice in Craven.

We were also central to the launch of Dementia Friendly Craven, a network of partner organisations coming together to support those living with and caring for people with dementia.

We were delighted with the results of our Peer Review, which was very positive – Craven was described as “punching above its weight” and was identified as a high-achieving, successful council, with good quality services. We are currently using feedback from the report to look to our longer term ambitions beyond 2020 and formulate a clear vision for the future.

The council is still facing further efficiency savings as our revenue support grant is cut to zero in 2019/20. However we will not let that hold us back as we make ambitious plans for the future, improving the lives of our residents and businesses and celebrating what makes Craven great.



**Councillor Richard Foster – Leader**



**Paul Shevlin – Chief Executive**



# About us

Craven District Council represents around 55,800 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 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 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 16 to 24.

Our Corporate Plan contains information about our strategic priorities for 2017-18 – see pages 10 to 15 to find out more.



# Highlights of the year

April 2017

## **Tour de Yorkshire 2017 came through Craven**

Stage Three of the 2017 race travelled through Bolton Abbey, Barden, Burnsall, Linton, Cracoe, Rylstone, down Skipton High Street, and on to Farnhill and Silsden.

## **Cleaner Craven campaign launched**

The council cracked down on environmental crime with CCTV cameras and increased fines.

## **New 'Revive' café opened at Craven Leisure**

The café area was refurbished, the kitchen refitted and the menu was revamped.

## **Hundreds of athletes completed the Skipton Triathlon challenge**

Craven District Council organised the triathlon in Aireville Park for the first time.



# Highlights of the year

## May 2017

### **New Craven District Council chairman took the hotseat**

Councillor Stephen Place, ward member for Sutton-in-Craven, became the new council chairman.

### **Dementia Friendly Craven launched with Alzheimer's Society Roadshow**

New organisation 'Dementia Friendly Craven' launched with a roadshow outside Skipton Town Hall.

### **Consultation on plans for Skipton Town Hall and Craven Museum**

Craven residents were invited to take part in a public consultation on the future of Skipton Town Hall.

### **Zip wire opened at Aireville Park**

A new zip wire opened at Aireville Park in Skipton – the first step on the path towards a new children's play area.

## June 2017

### **General Election took place**

Craven District Council organised the election in Craven with vote counting overnight at Skipton Town Hall.

### **Armed Forces Day marked with parade in Skipton**

A parade of Royal British Legion veterans and Air Training Corp cadets marked Armed Forces Day in Skipton.

## July 2017

### **Record number of fines for environmental crimes**

The council issued a record number of fixed penalty notices in three months in a crackdown on environmental crime.

### **Skipton Cycle Races**

Thousands of people packed into Skipton Town Centre for the most successful Skipton Cycle Races ever!

### **Craven District Council's Policy committee agreed £200,000 funding for canal towpath**

The council agreed the contribution to a £1.78 million project to improve the canal towpath from Skipton north-west to Gargrave, and from Bradley south to the Bradford district border.

### **Craven's First World War centenary programme received National Lottery support**

The council was awarded £96,700 by the Heritage Lottery Fund to explore the home front legacy of the First World War.

## August 2017

### **Wildwood restaurant prepared to open at Skipton Town Hall**

Tasty PLC signed a 25-year lease with Craven District Council to open and operate Wildwood, a modern restaurant chain.

### **Craven District Council Budget Consultation - Your Money, Your Say! - launched**

Craven residents got the chance to have their say on how their money is spent.

### **Craven given £606,000 for community-led housing**

Communities who want to build new homes in Craven villages or towns were offered a share of £606,000.





## September 2017

### Craven District was named as the happiest in the UK!

The Office of National Statistics' annual study of the nation's happiness and wellbeing found residents of Craven reported the highest levels of happiness in Britain.

### Craven and South Lakeland District Councils launched thrilling creative and cultural project

Great Place: Lakes & Dales was launched at an event in Grasmere.

## October 2017

### Craven District Council's former chairman raised £2,670 for Marie Curie charity

Councillor Chris Moorby, chairman of Craven District Council in 2016-17, raised the cash during his time in office with the Chairman's Charity Swim, the Civic Dinner, and other events and donations.

### Caught on camera - Fly-tipper fined £658

Craven District Council successfully prosecuted a fly-tipper after he was caught on CCTV cameras dumping rubbish in a layby.

### Consultation on plans to refurbish canal waterfront in Skipton Town Centre

Craven District Council, in partnership with the Canal & River Trust, consulted with residents on plans to give the Leeds Liverpool Canal waterfront a makeover.

# Highlights of the year



## November 2017

### Craven District Council assessed as “punching above its weight” in Peer Review

The review by officers from other councils found that the council was “high-achieving” and “successful”, with “good quality services” and “considerable expertise and talent”.

### Public Spaces Protection Order (PSPO) introduced for Skipton’s High Street Car Park

The council implemented a Public Spaces Protection Order for the High Street car park, after a number of complaints from residents about noise and disruption in the area.

## December 2017

### Craven Local Plan approved by Craven District Council

The draft Local Plan was published and a six-week representation began.

### Chairman’s Charity Swim Challenge

Councillor Stephen Place, council chairman, launched the annual charity swim challenge, raising money for the 264 (Skipton) Sqn. ATC Royal Air Force Air Cadets.

## January 2018

### New website launched

A new and improved Craven District Council website was launched.

### Craven Community Champions Awards 2017

The winners of the council’s annual Community Champions Awards were announced at a glittering ceremony at Coniston Hotel.

### Craven Museum project awarded National Lottery support

Craven District Council was given £1.5 million from the Heritage Lottery Fund (HLF) for the Stories & Treasures of Street & Dale project to completely redevelop Craven Museum.

### Expansion of Healthy Lifestyles programme in Craven

The council was awarded a new 4.5-year contract to run the Healthy Lifestyles weight management programme, following a successful pilot scheme.





## February 2018

### Multi-agency 'day of action' cracked down on illegal activity in Craven

Craven District Council joined forces with police and a range of other agencies to check a number of businesses for any illegal activities.

### Craven District Council awarded £490,000 for new homes

The council was successful in a bid for £493,000 from the Government to help develop homes, including affordable housing, across the district.

### Skipton businesses pledged funds for new Aireville Park play area

A number of businesses and individuals came forward to sponsor equipment in the new children's play area.

### CDC Budget 2018/19 was approved

The council agreed a fully funded and balanced Revenue Budget of £6,788,689 for 2018/19.

## March 2018

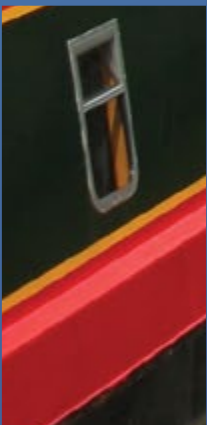
### Crackdown on dog fouling across Craven

The council launched an education programme and crackdown on dog fouling.

### Campaign to clean grass verges in Craven

A project to clear litter from the verges of the main roads in the district was launched.

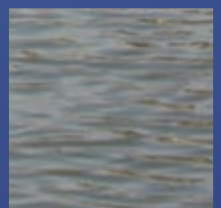
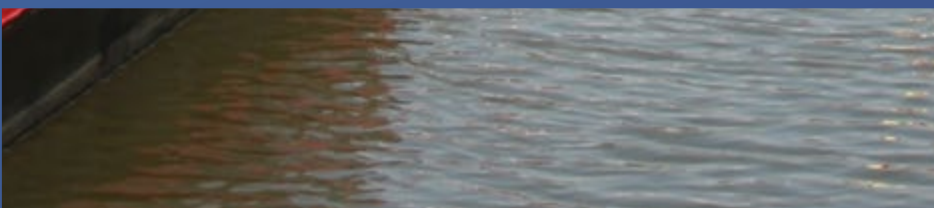
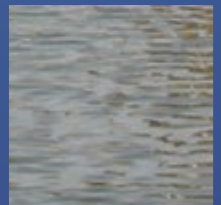
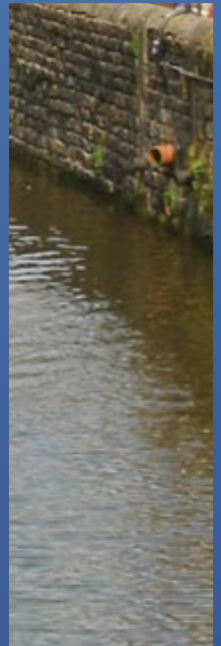




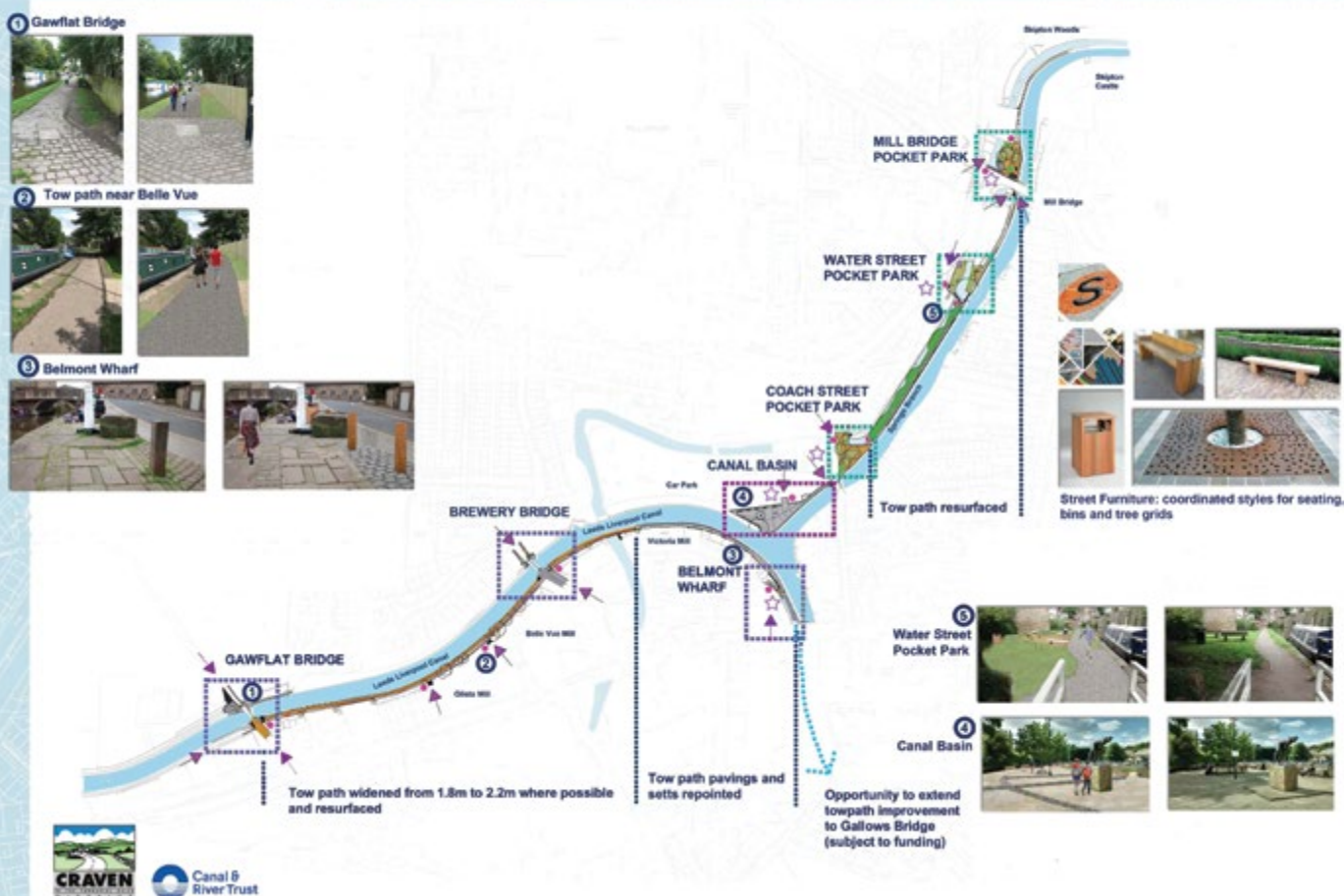
# Our Council Priorities: How we measure up

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 2017-18.

- Enterprising Craven
- Resilient Communities
- Financial Sustainability



# SKIPTON CANAL WATERFRONT



## Enterprising Craven

### Leeds Liverpool Canal

Designs were prepared for the improvement of the canal waterfront through Skipton town centre, from Gawflat Bridge to Belmont Wharf, including Springs Branch and the Canal Basin. The designs were informed by feedback from a public consultation held in October 2017. With funding awarded by the York, North Yorkshire and East Riding LEP, the Council is developing the scheme for implementation in 2019/20.

The council is working with the Canal & River Trust to develop a scheme to improve a 13km stretch of canal towpath between Skipton and Gargrave, and Bradley and Kildwick.

The scheme, costing £1.9million, is the subject of a bid for £1.4million of European funding from the Rural Development Programme for England. The Council has agreed to contribute £225,000 to the scheme using its New Homes Bonus receipts.

The scheme adds to the work carried out by the Council in partnership with the Canal & River Trust in 2016/17 to upgrade the 4km stretch of towpath between Skipton and Bradley.

If the bid for European funding is successful, it is anticipated that the improvement works will be carried out in 2019/20.



## Market Towns

### Cross Hills: Refurbishment of Hall Street Car Park

This scheme cost £48,000 and included re-surfacing, provision of seating and planting to create a small recreation area.

The work is the first of a series of projects, developed by the Council in partnership with local traders and the Parish Council to create a more attractive place to live, eat, socialise and shop.

The Council allocated £100,000 from the New Homes Bonus receipts to support the delivery of the projects. The next scheme is scheduled for delivery in 2018/19, which is the refurbishment of a public square known as East Keltus.

### Settle: Improvement to the trading environment

The Council allocated £96,000, from its New Homes Bonus receipts, to improve the trading environment of Settle.

£10,000 has been used to commission landscape architects to prepare design proposals for the development of Castleberg Crag as a viewing point and recreational area. The work is being managed by Settle Town Council.

A further £15,000 was made available for the Settle Chamber of Trade to design, construct and maintain an all-embracing website for the Settle District.

## Broadband

Through the Superfast North Yorkshire (SFNY) project, it was made possible for a further 301 premises to benefit from broadband, enabling residents and businesses in Wharfedale, Stainforth, Long Preston, Tosside and Wigglesworth to receive superfast broadband speeds in excess of 25Mbps. Approximately 90% of all premises in Craven now have access to superfast broadband.



### Business Support:

A total of 95 businesses received assistance to help them improve their performance, either through the provision of one-to-one advice or attendance at one of our business events.

The Council's SME Growth Manager has helped established businesses from a range of sectors to secure funding for capital investment in plant and machinery, expand and develop their workforce, and to access advice on exporting and developing new products. Our Growth Manager helped 19 of these companies to obtain grant funding totalling £288,886 to match £1.8million of capital investment and the creation of 26 jobs.

In addition, 14 new start businesses received one-to-one support from the Ad:Venture Business Advisor for Craven. Launched in 2016/17, the Ad:Venture Programme, with support from the European Regional Development Fund, was developed by local authorities in the Leeds City Region, including Craven District Council, to ensure that new enterprises get the help they need and improve their chances of survival during the first three-years of trading – when enterprises are at the most risk of failing.

### Great Place: Lakes and Dales

The £1.34 million project to boost the local economy through celebrating local culture, arts and heritage was launched this year. The scheme 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, and the Yorkshire Dales and Lake District National Park Authorities.

### Tourist Information Centres

Settle Tourist Information Centre provided assistance to over 24,500 visitors in person and also dealt with over 1500 telephone and email enquiries.

Skipton Tourist Information Centre, at Skipton Town Hall, saw 84,486 people come through its doors in 2017-18, an increase of 50% on the previous year, after relocating to the entrance to Craven Museum and Gallery in February 2016.



## Resilient Communities

### Community Champions

Our Community Champions Awards were a huge success once again in 2017-18, highlighting the wonderful work carried out by a range of dedicated people who put so much time and effort into making their communities better for everyone.

### Ward Member Grant Scheme

This scheme was successfully piloted in 2016/17 and continued in 2017/18, allowing 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 £28,050 was paid out to community groups, funding projects across all wards in the district, including outdoor play equipment for Emsay pre-school, new practice nets for Skipton CI Cricket Club, improvements to Grassington Hub Library, refurbishments at Kirkby Malham Village Hall, Cononley Community Speed Watch, The Draughton Vergers Project and Bentham Dementia Friendly Community.

### Skipton Triathlon

The Council's first year of organising Skipton Triathlon in-house was a huge success – more than 700 people signed up for the event on April 9, 2017 and there was some great feedback from competitors. A second event was planned for April 2018 which again proved very popular with places snapped up quickly.

### Cycling Legacy

Skipton Cycle Races was a spectacular event in 2017, attracting over 6,000 people to the town with a top-class field. It was again part of British Cycling's elite series and televised.

The Tour de Yorkshire came through Skipton and surrounding villages in 2017 bringing thousands of spectators to line the route and showcasing the district to the world once more.

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

### Dementia Friendly Craven

'Dementia Friendly Craven' launched in May 2017 with an Alzheimer's Society Roadshow outside Skipton Town Hall. We are working towards the district becoming a dementia friendly community with Skipton, South Craven and the Settle Dementia Action Alliances. At Craven District Council, Customer Services, Skipton Town Hall and other staff have received dementia awareness training.

### Aireville Park

Working with the Friends of Aireville Park, the Council drew up plans for a new children's play area and continued fundraising. A new zip wire, funded by £12,000 from Tesco's Bags of Help scheme, opened in summer 2017. The Council committed £112,000 of planning gain funds to the play area and supported Friends of Aireville Park in the £100,000 fundraising campaign. There was a public consultation on designs for the new play area.

### Armed Forces Day

Craven District Council was involved in staging Armed Forces Day in June 2017, when a parade of Royal British Legion veterans and Air Training Corp cadets took place.

The Armed Forces Flag was lowered from Skipton Town Hall and presented to Lieutenant Colonel Laurence Smith MBE, who served in the Royal Artillery from 1963 to 2003. Armed Forces Day was organised by Craven District Council, Skipton Town Council and the Royal British Legion.

### 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.



## Financial Sustainability

The Council's aim under this priority is to eliminate the reliance on Government Revenue Support Grant by 2020.

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.

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. £112k of savings has been achieved in 2017/2018 against a target of £332k for the year, which will help to contribute to the longer term savings needed.

### Savings

Savings achieved in 2017/18 include £35k in savings from insurance contracts, £25k from a structure of the Council's Corporate Leadership Team, £19k in savings from payment in advance of employer back-funding pension liability, £8k from reductions on car mileage payments to staff, £6k arising from a review of waste management, environmental health and housing, £7k arising from a mini-review of financial services and reassignment of responsibilities, as well as smaller savings/increased income across a range of services.

There has been slippage in the timescales of a number of projects and some projects originally identified as potential savings/income have not proved viable. Work will continue on 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.

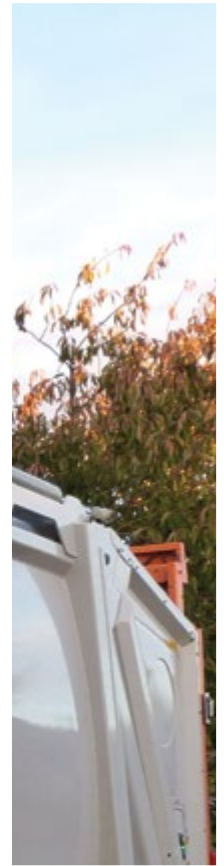
### Assets

We aim to make the best use of Council assets to provide sustainability to Council funding streams. We have developed our Acquisition and Regeneration Investment Strategy which sets out how we will best utilise our property assets to improve economic and social outcomes for our communities.

During 2017/18 we have redeveloped our homelessness hostel Aireview House and are in the process of transferring amenity land at Wilson Street/Main Street in Sutton-in-Craven and public conveniences at Hall Street in Cross Hills to the respective Parish Councils. Following agreement by Policy Committee, Mealbank Quarry at Ingleton is also being transferred to the Yorkshire Wildlife Trust for its future management and use as a nature reserve.

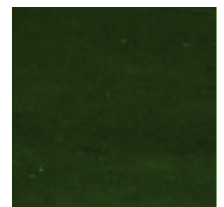
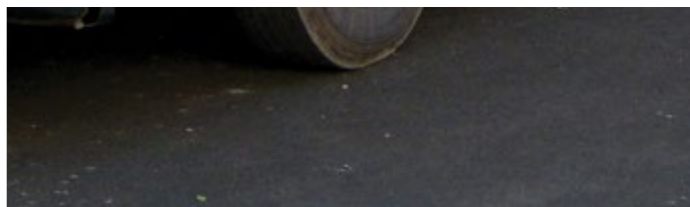
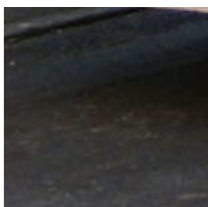
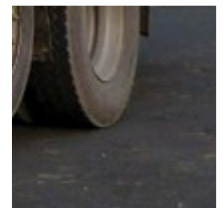
### Shared ownership housing

We have a target to deliver 45 shared ownership homes by April 2019. A small pilot development of three homes at a former garage site in Burnroyd Avenue, Glusburn was completed in late summer 2017. We are currently committed to developing another 11 units on former garage sites and developers are on site building seven homes in Harper Grove in Sutton-in-Craven and Colne Road, Glusburn, which will be completed later in the year. We have also purchased three more shared ownership properties, and are in the process of acquiring another three, of which we expect to complete purchase in summer 2018.



Services  
we provide

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







## Skipton Town Hall

### Venue Development Update

- We secured a £1.5million HLF grant for the Stories & Treasures of Street & Dale project to fund the Museum and Gallery redevelopment as part of our overall project to transform Skipton Town Hall into a Cultural Hub for Craven
- Raked seating and new screen was installed in Concert Hall (from Arts Council grant)
- Online ticketing facility launched for performances & events
- The Hub is now up and running as a flexible use event space, community meeting, interval bar and private hire use
- New tenants Wildwood restaurant moved in
- Public consultation on development plans for the building was undertaken in June 2017: this included drop-in sessions, timed presentations, behind the scenes store tours and museum handling collections. 250 people participated
- Planning permission was granted for a new extension in December 2017



### Museum

- We were successful in securing a £97,000 HLF grant to fund the second part of the WWI commemoration project Craven and the Home Front Legacy
- We started a partnership with Historic England as a Heritage Education Hub in Craven, and ran two teacher CPD courses at the Museum
- Participated in Festival of Archaeology with activities and living history promoting our fantastic collection of Roman artefacts
- Completed a Museum on Tour activity and outreach consultation programme for round 2 of the HLF bid – engaging 578 people across the district
- Delivered the Museum: Indispensable conference for over 30 cultural sector colleagues from museums and galleries across Yorkshire, sharing learning from our Arts Council funded Museum Resilience project
- Acquisition of a silver-gilt medieval pendant
- Took part in events to mark the BBC's Civilisations Festival
- Undertook extensive collections mapping, documenting, research and cataloguing of the collection for the purpose of the round 2 HLF bid



## Gallery

We delivered a wide ranging 6-show exhibition programme focusing on district and regional relevance along with touring programmes.

- Drawing from Life – a retrospective of selected work from Granary Arts’ life drawing workshops, which took place at Skipton Town Hall
- New Light: Illuminating Artefacts – exhibition from the ACE funded Museum Resilience project, incorporating artists’ responses to Craven Museum collections, involving local young people with the process of creating digital mapping artwork
- Art in Mind – partnership with Pioneer Projects, a retrospective of various projects undertaken within arts and mental health, including Artyfacts – a project in partnership with Skipton Town Hall working with people who are living with Dementia
- Marvellous Mechanicals – partnership with local arts company Chrysalis Arts, a weird and wonderful exhibition featuring artist makers using mechanics as part of their process
- Christmas selling exhibition featuring artists all based in the Craven area
- Truth & Fantasy – touring exhibition partnership with local arts company Chrysalis Arts incorporating five contemporary artists using the traditional practice of drawing in very different ways



## Town Hall Performance & Events Programme

In response to the fantastic feedback received by community and visitors to the taster programme in 2016, 2017-18 saw the introduction of two full programmes of performances, events and activities.

Highlights included:

- New theatre writing with shows Gloriator and No Job for a Woman
- New Futures – a project in collaboration with Pentabus, 8 short plays about belonging in a changing world, written by 18-25 year olds from North Yorkshire and the Midlands
- Experiential theatre Chip Shop Chips and The Chef Show – both with catered elements (provided by local companies) in addition to the shows, and very popular
- Skipton Musician’s Showcase – partnership with local musicians to promote local talent
- Phoenix Dance RE-Fined – contemporary dance showcase
- A Christmas Carol – traditional theatre sell out success
- Screening of Tales of Beatrix Potter danced by The National Ballet

With the installation of the new screen the film programme became part of our overall performance and event offer in 2017, kicking off with Suffragette on International Women’s Day.

We introduced a free under 18s matinee performance to each of the Skipton Camerata classical concerts at the Town Hall starting in February 2018; aiming to encourage more young people to experience classical music, choral and operatic performance. Mainly promoted through schools and early years settings, the inaugural concert was a packed out success.

### Visitor Numbers 2017/18

- Museum 48,755
- TIC 84,486



# CRAVEN LEISURE



## Craven Leisure

- No of visits to the facility: 330,000
- Turnover: £1.2m
- No of children receiving swimming lessons: 1,000
- Growth in memberships to around 2,400 - an increase of 4.3% on last year, with more retired customers making up a higher proportion of memberships
- Clubs operating from the facility include:
  - Skipton Swim Club
  - Craven Energy Triathlon Club
  - Skipton Karate Kids
  - Skipton Running Club
  - Park Run
- Home to the largest pool based triathlon in the North, organised by the Council
- 4,044 classes per year of exercise classes from spinning to body pump to Zumba to spinning - more than all of our competitors collectively and almost 700 more than last year
- No. of GP referrals per year: 400 (risen from 80 in the past three years), we have been awarded a 4.5 year contract to deliver the Healthy Lifestyles programme by the Airedale, Wharfedale and Craven Clinical Commissioning Group
- The pool has recorded an overall operational cost for 2017/18 for the first time in a few years; however it still runs at one of the lowest operating costs in the UK

## Customer Services

We run a Customer Services reception service for NYCC as well as CDC. In the financial year 2017/18 28,492 customers visited the Reception area at Belle Vue Square while 110 visited our Settle office which opens on Friday afternoons.

Our call centre received 56,874 calls, a drop of 8% compared to the previous two years. 91.47% of these calls were handled against a call handling target of 90%.

During 2017-18 we have introduced several improvements to the service provided. We introduced a specific line for handling garden waste subscription queries during peak times and have used the website and social media more to keep customers informed. Work has started for a new improved Customer Services reception and this should be completed by July 2018.





## Revenues and Benefits

For 2017/18 we issued bills for 27,300 domestic properties and 3,100 business properties which amounted to over £57 million. We also conducted a review of domestic empty homes which was financially beneficial to Craven District Council.

On Business Rates we dealt with the 2017 revaluation and introduced a new Discretionary Scheme to help those businesses and charities that had been substantially disadvantaged by the revaluation. 160 businesses and 57 local charities benefited from this scheme. Additionally we assisted over 60 pubs under the "Support for Pubs" scheme which was funded by Central Government.

The ongoing Welfare Reform meant further changes to Housing Benefit which were also incorporated into our Council Tax Reduction Scheme. As a result there continues to be a reliance on Discretionary Housing Payments and we spent 93% of the allocated fund. Universal Credit continued to be rolled out in the area for working age claimants which has resulted in a 13% reduction in the number of claims in receipt of Housing Benefit. We work effectively with the Skipton Job Centre Plus Office to ensure that those who transfer onto Universal Credit also still receive Council Tax Reduction to help with their Council Tax. Despite the continuing welfare reforms it is pleasing to report that Council Tax collection again remained consistent.

## Planning

We dealt with a total of 950 planning determinations in 2017-18.

	Percentage delivered in time	Target
Majors	53%	60%
Minors	49%	65%
Others	64%	80%

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.

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.

### Local Plan

In the summer of 2017 the council ran a six-week public consultation on a third (pre-publication) draft of its new local plan, including a drop-in event in Skipton.

Craven's Publication Draft Local Plan was approved by full Council in December 2017 and published for a six-week representation period in January 2018. The Craven Local Plan was then submitted to the Secretary of State together with supporting documents at the end of March 2018. A Planning Inspector will conduct an independent examination into the plan's soundness in autumn 2018.

### Key Statistics

Housing Benefit and Council tax reduction

Average time taken	2015/16	2016/17	2017/18
To process changes in circumstances	8.13	5.01	6.26
To process new claims	29.22	27.10	18.63

### Collection Rates

Council Tax collection rates for 2017/18 – 98.39%

Business Rates collection rates for 2017/18 – 99.14%

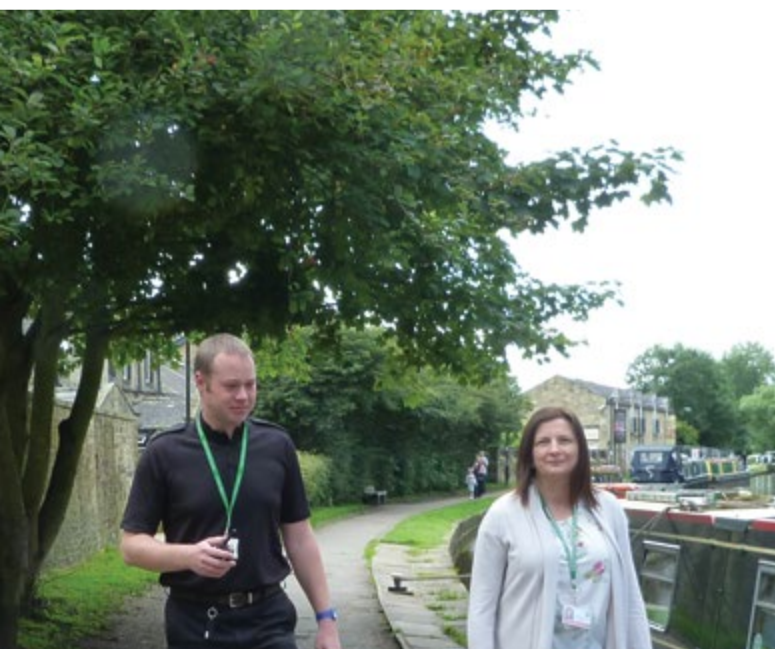


## Housing Options

The Housing Options Service provides the council's statutory services in relation to homelessness and housing advice. The number of households accessing the service this year is 314, which is consistent with previous years. As with previous years, the majority of customers are approaching us for issues related to renting accommodation and affordability.

The team have prevented 43 households from becoming homeless, however, collectively with the support of our Revenues & Benefit partners we have been able to prevent or relieve 217 households from becoming homeless.

The main achievement for Housing has been the opening of a new service for Rough Sleepers, which opened in October 2017. The number of rough sleepers in Craven has been increasing in the last few years, and we had very few services designed to meet their needs. In partnership with Horton Housing we secured a grant from central government which has enabled a range of services to be delivered from the HUB located in Skipton. This provides 10 units of supported accommodation, an outreach service to those on the streets, and a programme of day activities.



## Craven Community Safety Hub

The Craven Community Safety Hub, run in partnership with North Yorkshire Police, 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). Managing weekly and monthly multi-agency meetings, a range of issues are identified and tackled in partnership.

The priority areas for the hub include anti-social behaviour, children and young people, rural crime/cross border crime, and road safety.

The hub officers work alongside the Council's Cleaner Neighbourhood team dealing with a large number of issues which originate in anti-social behaviour. These include disputes over noise nuisance, graffiti, fly tipping and drug use. This closer working within council departments means that there are better resources to deal with more complex issues and a better outcome for our residents.

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 by becoming radicalised. A number of training sessions to raise awareness of the PREVENT duty are regularly delivered in the district to councillors and front line officers, as well as partner agencies.

In the run up to the summer holidays the hub identified a number of young people who are involved in petty crime and nuisance behaviour. With the help of parents, acceptable behaviour contracts (ABCs) have been drawn up and conditions agreed in an attempt to prevent further incidents, reduce nuisance as well as protect the young people from becoming criminalised.

In 2017 the Council implemented a Public Spaces Protection Order for the High Street car park, after a number of complaints from residents about noise and disruption in the area.





## Bereavement Services

In 2018 we have been planning the replacement of the cremators at Skipton Crematorium, due to take place from August 2018 to February 2019.

The current cremators are 20 years old and it is time to replace them with much more efficient cremators.

In spring 2018 we installed a new memorial tower in a quiet part of Waltonwrays Cemetery, which incorporates hand cut woodland animals and is a perfect lasting memorial in remembrance of a loved one. We also introduced a new interment section in the cemetery where families can erect a memorial.

Craven's Bereavement Services have been part of the ICCM Metal recycling scheme since 2016. The consent of the nearest relative is always sought for each cremation.

CRUSE Bereavement Care has been our nominated charity since 2016, and to date we have raised £25,000 for this charity via this scheme, £10,000 being raised already this year.



## Environmental Health

- We undertook 234 food safety inspections and investigated 37 complaints about food and food premises.
- Animal Boarding/Breeding/Horse riding establishment visits - 18
- Infectious Disease investigation - 16
- Accident investigation - 22
- Licensing of Tattooists, other beauty premises - 18
- 74 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.
- HHSRS Visit - 21 private sector housing inspections were undertaken.
- 5 HMO 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. (for both general and Contaminated Land)
- We responded to 113 service requests for odour/smoke/radon/contaminated land
- Domestic Waste Storage (43), Commercial Waste offences (16) Illegal burning or disposal of Waste (21)
- Mobile Homes Site licenses inspections - 8
- Drainage and flooding call-outs - 69
- Pest Control complaints - 50
- Service requests - these vary widely including fly tipping (227), smoke and fumes (80), various noise complaints (40)
- Air Quality Monitoring (6 Sites)
- Permitted Processes inspections - 30



### Clean Neighbourhoods

- Our Clean Neighbourhoods team responded to a total of 1,007 callouts in 2017/18.
- These included dog fouling (112), littering (76), abandoned vehicles (81), barking dogs (50), stray dogs (43), dangerous dogs (12)
- We undertook a number of school visits with the Dogs Trust to educate children about dog fouling and other elements of responsible dog ownership and safety.



### 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. In 2017 the Council consulted on a new taxi licensing policy.

Below are the new and renewed licence applications that have been processed by the Council in 2017/18.

New personal licences	47
Temporary Events Notice	287
New Premise Application	25
Hackney Carriage Driver renewals and applications	4 + 3 failed applications
Private hire driver renewals and applications	1
Combined driver renewals and applications	2
Hackney Carriage Vehicles	171
Private hire	10
House to house	22
Street collections	66



## ICT & Transformation

The 2017/18 financial year was a year of managing change for ICT & Transformation Services; a number of key projects were brought to successful conclusion within the year.

### IDOX Implementation

A new IT platform covering Planning, Building Control, Environmental Health, Licensing and GIS was successfully implemented offering immediate savings on the ongoing support and maintenance costs, with further savings accumulating through reduced printing, posting and administration effort.

### Web Services

A new Council website and integrated Customer Management System was successfully launched making it easier for residents to access Council services online. This led to immediate savings on hosting costs and also gives the Council potential for further efficiencies and service improvements.

### Information Governance

The Council has worked hard over the past year to ensure all our policies and procedures are in line with the requirements of GDPR and whilst improvements are ongoing a solid framework has been 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.

## Waste Management

...and yes, the bins!

We provide an alternate weekly refuse and recycling collection for all domestic properties in Craven. In 2017/18, we launched an improved recycling collection service, with paper and cardboard now collected mixed in with the glass, cans and plastics, 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. In addition, we run a garden waste collection service; in 2017/18 residents could subscribe to this for £29.50 per year and 8,783 properties subscribed with a total of 9,237 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.



# Council Finances

In February 2018 Craven District Council set its budget for the following year.

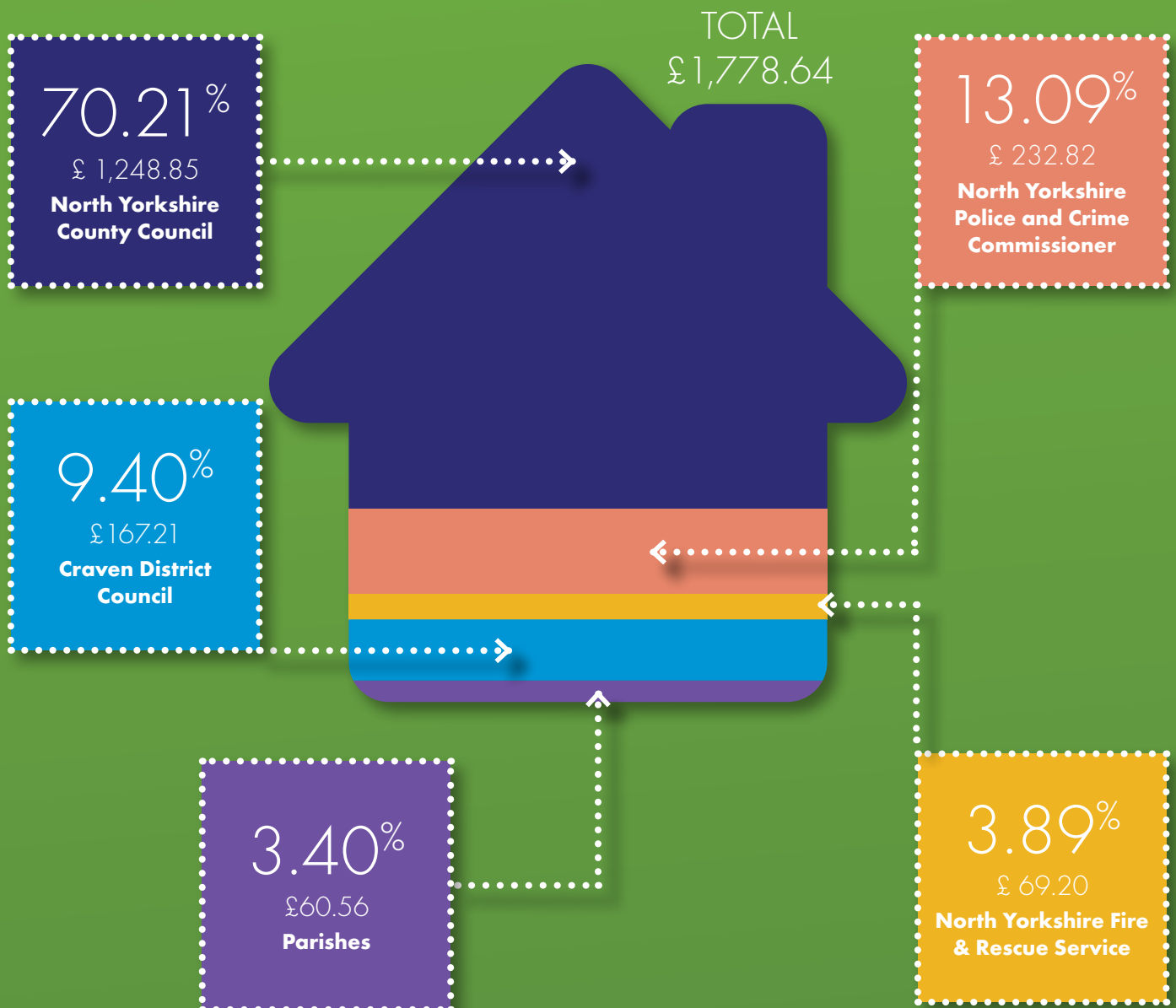
Councillors approved a £5 increase in Council Tax to £167.21 (band D). The increase comes after 5 years of a Council Tax Freeze.

Members also approved a net revenue budget of £6.789m for 2018/19. Council Tax will generate a total of £3.755m 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 the Council.**

Craven District Council will keep just £167.21 (£3.23 per week) of the £1,778.64 paid in Council Tax by a Craven household in 2018/19 to fund the services it provides (based on an average band D property Council Tax 18/19). The rest will go to North Yorkshire County Council, The Police & Fire Authorities and Parish/Town Councils.





## 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 £737,000 over the next four years to 2021/22. The savings target in 2019/20 will be £409,000 increasing by £328,000 by 2021/22 to £737,000.

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 and the 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 Craven Leisure.

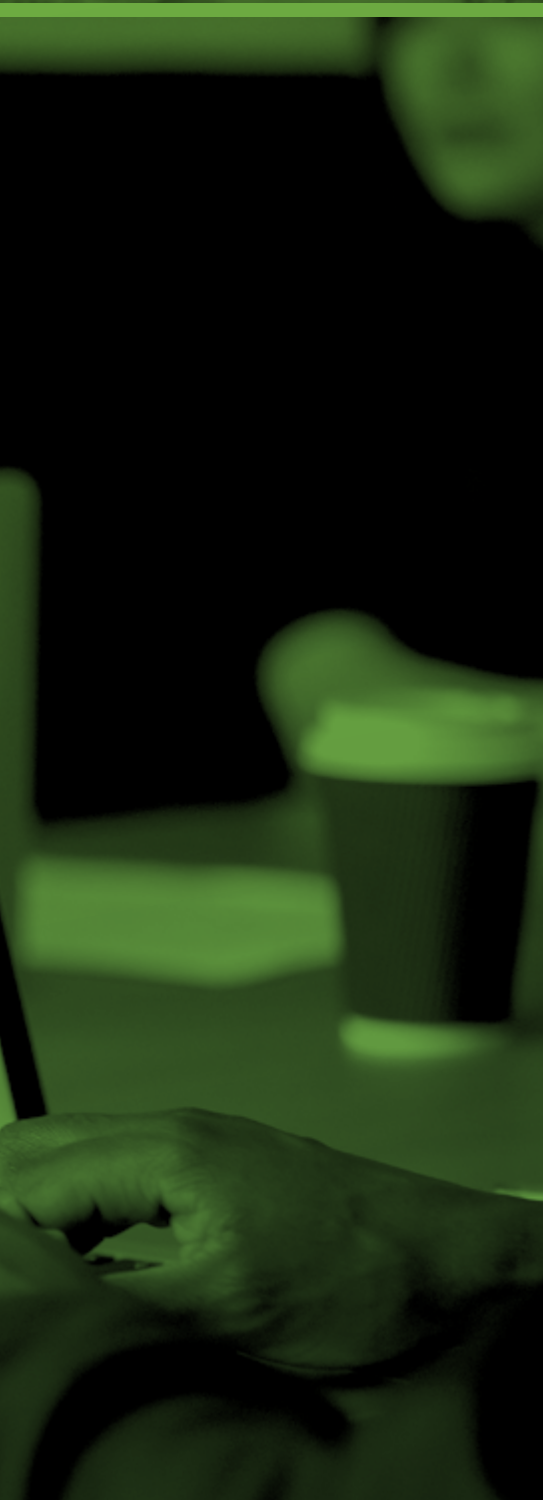
North Yorkshire County Council provides other services which Craven District Council does not. These include education and social services, libraries, transport and highways.

### 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 ended in November 2017. The Council's next budget will be set in February 2019, but the process will commence in mid-2018.

### So where exactly does your money go?

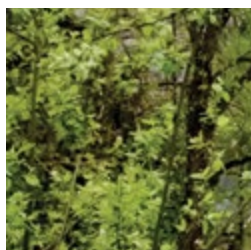
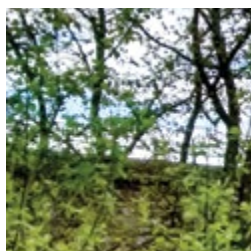
The till receipt opposite provides more detail on each area of spending. It shows how your £3.23 a week in Council Tax is actually divided up – figures are based on an average Band D property.



## Craven District Council

Corporate Costs - Includes Audit Fees, Insurance Fees and Bank Charges	0.43
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	0.37
<b>Senior Management Costs and Central Business Support Services</b>	0.36
Legal & Democratic Services - Including managing elections and Councillor Allowance payments	0.29
Financial Services - Including Financial Management and production of the statutory annual Accounts	0.26
<b>Refuse Collection &amp; Recycling</b>	0.52
<b>Revenues &amp; Benefits and Customer Services</b>	0.24
Information Services - Ensuring the ongoing availability, security and development of Council IT systems and telephony infrastructure. Also the maintenance of the GIS and Mapping function	0.28
<b>Housing and Homelessness Services</b>	0.19
Environmental Health Services - Including Hackney Carriage and Premises Licensing	0.14
<b>Street Cleansing</b>	0.17
<b>Planning and Building Control Services</b>	0.10
Economic Development - Includes supporting projects across the District to support economic growth, such as rural broadband projects	0.15
<b>Craven Museum &amp; Gallery, Arts Development, support for tourism and Skipton &amp; Settle Tourist Information Centres</b>	0.11
Partnerships & Communications - Includes working with communities and community grants to support local organisations	0.09
Human Resources - Including personnel support, training and development costs and Health & Safety	0.08
<b>Craven Pool &amp; Fitness Centre, Skipton (generates income)</b>	-0.01
Bereavement Services (generates income)	-0.22
Car Parking (generates income)	-0.62
<b>TOTAL COST TO YOU PER WEEK (£)</b>	<b>3.23</b>





# 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 700 600**  
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)

If you would like this information in a way that is better for you, please telephone 01756 700 600

