

Craven District Council Annual Report 2018-19

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Welcome to our Annual Report

This year we're delighted that Craven has been successful in a number of key funding bids which will help improve the lives of our residents even further.

We secured £5 million from the York, North Yorkshire and East Riding Local Enterprise Partnership, for our Skipton Employment and Housing Growth Project, which will be hugely important for economic growth in the whole district. The first part of this project gets underway in summer 2019, with improvements to the canal waterfront in Skipton Town Centre.

A £2m project to improve the Leeds & Liverpool canal towpath between Skipton and Gargrave and Bradley to Kildwick was also funded by the European Agricultural Fund for Rural Development, with further support from Craven District Council and the York, North Yorkshire and East Riding Local Enterprise Partnership.

After massive fundraising efforts by ourselves and the Friends of Aireville Park, we completed the development of an amazing new children's playground in the park. This has already proved to be very popular and adds to the skate park, pump track and Craven Leisure in providing a fantastic destination for families.

This year we also joined forces with Barnfield Investment Properties Ltd to create a Joint Venture Company to deliver regeneration and development in the district.

The new company, Craven Barnfield Regeneration Ltd, will aim to improve the economic, social and environmental wellbeing of Craven, enabling the development of new employment and housing land across the district.

We have sharpened our focus on attracting and retaining young people to the district, with the continuation of the Great Place: Lakes and Dales project, and the Settle Civic Event, which looked at the challenges we face, and some possible solutions.

We were proud to open new shared ownership housing in Glusburn at the end of 2018, helping people onto the property ladder with affordable homes.

Green issues are very much on our agenda and we are currently working on plans to install electric vehicle charging points in council-owned car parks in Craven.

We were thrilled that work to redevelop Skipton Town Hall got underway in early 2019, following a £1.5 million National Lottery grant from the Heritage Lottery Fund.

Our Stories & Treasures of Street & Dale project will completely redevelop Craven Museum, while the Concert Hall will be brought up to date, transforming the Town Hall into an arts and heritage hub for Craven and beyond. We can't wait for it to reopen next year!

We have also continued to invest in our communities around the district, with work to improve East Keltus in Cross Hills town centre completed.

All this is proof that, despite all the efficiency savings we have already made and continue to make now our revenue support grant has been cut to zero, we can continue to devise ambitious plans for the future – and see them come to fruition.

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 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 20 - 28.

Our Corporate Plan contains information about our strategic priorities for 2018-19 – see pages 14 - 19 to find out more.

Highlights of the year

April 2018

Athletes lined up for the Skipton Triathlon challenge

More than 900 people signed up for Skipton Triathlon and it was a great success with competitors of all ages and abilities taking part – including three generations of the same family!

Aireville Park children's play area received £48,700 Yorventure grant

The Friends of Aireville Park were celebrating after being awarded £48,700 by Yorventure to build a new children's play area. This meant we could begin planning to start work on site.

Campaign to clean grass verges in Craven began

Craven District Council started a campaign to clear verges on the main roads of litter in April. The council's waste management team drew up a programme to tackle litter on the A65, the A59, the A629, the A56, the A6068 and the B6265 in Craven, over a period of eight weeks.

May 2018

Residents turned out for local elections

Elections took place in nine Craven District Council wards and two parishes on May 3.

New Craven District Council chairman took the hotseat

Councillor Wendy Hull, ward member for Settle & Ribblebanks, became the new council chairman.

Skipton Parkrun celebrated its 250th event

Skipton Parkrun marked its 250th event in Aireville Park, Skipton, on Saturday May 19. Craven District Council, which owns Aireville Park, joined the celebrations with a barbecue at the finish line.

Tour de Yorkshire 2018 whizzed through Craven

The Tour de Yorkshire swept through Craven on a gloriously sunny day on Sunday May 6. Thousands of people turned out to watch the exciting race as the world-class cyclists passed through Sutton-in-Craven, Cross Hills, Skipton, Embsay, Eastby, Barden, Burnsall, Threshfield, Kilnsey and Kettlewell, and up Cote de Park Rash into Richmondshire.

June 2018

£5 million growth project funding agreed for Skipton

Craven District Council's multi-million pound scheme to improve employment and housing in the Skipton area was approved. The York, North Yorkshire and East Riding Local Enterprise Partnership agreed to give the project £5 million based on the business case submitted by the council.

Armed Forces Day marked with parade

A parade of Royal British Legion veterans and Air Training Corp cadets marked Armed Forces Day in Skipton. The flag was then lowered on Sheep Day in front of crowds.

Famous designer hosted 'This is the Place' event in Skipton

Inspirational English designer Wayne Hemingway visited Skipton to get behind the Great Place: Lakes and Dales (GPLD) project – a major new initiative aimed at persuading younger people to stay or move to the area.

Video competition for children to promote responsible dog ownership

Craven District Council launched a competition for children to create videos about responsible dog ownership. The winner's school received a £200 prize and there were also individual prizes for children.

Craven District Council successfully prosecuted fly-tipper – with record fine

A fly-tipper was fined £320 and ordered to pay £1,000 in costs after admitting to dumping waste in Cowling. Craven District Council gathered evidence of the offence, which led to the prosecution.

Craven residents told – you can now put even more in your blue recycling bins

Craven residents were told they could now include a new range of plastic and foil items in their blue recycling bins.

July 2018

Skipton town centre canal project approved

Plans to improve the canal waterfront in Skipton town centre were given the go-ahead by councillors. The project was to be funded by the Local Growth Fund, awarded by the York, North Yorkshire and East Riding Local Enterprise Partnership.

Council & Dogs Trust team up for community event

Craven District Council joined forces with the Dogs Trust to run a Community Event at Skipton Town Hall. Residents were invited to bring their dogs along to the event, where a Dogs Trust veterinary nurse carried out free health-checks, gave out advice and provided responsible dog ownership packs.

Henry Churcher won Craven District Council's video competition – with Bertie the dog!

Henry Churcher, aged six, from Carleton School, was crowned as the winner of Craven District Council's responsible dog ownership video competition.

Craven licensees joined forces on safeguarding

Staff from licensed premises across Craven came together to sign a safeguarding pledge. The event was run by the Licensing Team at Craven District Council along with partners from North Yorkshire Police, Skipton BID, North Yorkshire Safeguarding Children Board and others.

Family Fun Morning at Craven Leisure was a success

Hundreds of children and their families descended on Craven Leisure for a Family Fun Morning to kick off the school summer holidays.

Skipton Cycle Races

Hundreds of people turned out to watch an exciting, world-class cycling race in Skipton on Wednesday night – despite the World Cup semi-final.

August 2018

Council awarded Keep Me Posted campaign's 'Best Practice' Mark of Distinction

Craven District Council was awarded a Mark of Distinction by the Keep Me Posted campaign for providing a choice for residents to receive their council tax or other financial statements by post.

Craven District Council launched Joint Venture Company

Craven District Council joined forces with Barnfield Investment Properties Ltd to create a Joint Venture Company, Craven Barnfield Regeneration Ltd, to deliver regeneration and development in the district.

Cross Hills town centre improvements started

Work to improve East Keltus in Cross Hills town centre began.

September 2018

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.

UCI Road World Championships announcement

It was announced that the UCI Road World Championships 2019 would pass through Craven. Two cycling races would come through the district - the Men's Junior Road Race on Thursday September 26, and the Men's Elite Road Race on Sunday September 29.

Operation Eyeball cracked down on fly-tipping

Craven District Council took part in the first stop and search exercise across North Yorkshire as part of Operation Eyeball, to identify and prevent potential waste offences.

October 2018

Settle Civic Event tackled issues faced by Dales families & communities

The Chairman of Craven District Council welcomed dignitaries, residents and members of local organisations to a special civic event at Settle Victoria Hall. Delegates visited a number of local businesses and discussed ways to attract and retain more young people and families in the Dales.

Work on new children's play area at Aireville Park began

The creation of a new children's playground in Aireville Park began, after Craven District Council and the Friends of Aireville Park raised £160,000.

Museums at Night at Skipton Town Hall

Craven Museum took part in the annual event, giving visitors a glimpse behind the scenes before the museum closed for refurbishment.

November 2018

Former Craven District Council Chairman donated over £1,000 to Skipton Air Cadets

Councillor Stephen Place, Craven District Council chairman in 2017-18, handed over a cheque for £1,129.15 to the 264 (Skipton) Squadron, Royal Air Force Air Cadets.

The money was raised during Councillor Place's year in office, through schemes including the Chairman's Charity Swim.

Julian Smith MP officially reopened Skipton's temporary accommodation

Skipton & Ripon MP Julian Smith officially reopened Craven District Council's temporary accommodation in Skipton after a £750,000 refurbishment.

Government Minister visited Skipton Flood Alleviation Scheme

Northern Powerhouse and Local Growth Minister Jake Berry MP visited the recently opened £17.8 million Skipton Flood Alleviation Scheme.

Creative Connections conference held

The Great Place: Lakes & Dales project held a successful event on the Broughton Hall Estate, bringing together over 120 local residents, influencers and national decision makers to explore the power of creativity and placemaking.

Craven Local Plan Independent Examination was completed

The Independent Examination of the Craven Local Plan came to a close after three weeks of hearings.

December 2018

Christmas sparkled at Skipton Town Hall

Skipton Town Hall put on a spectacular series of events for Christmas before the Concert Hall and Museum closed for redevelopment.

£225,000 Craven Leisure gym refurbishment

A refurbishment of the Craven Leisure gym took place with new state-of-the-art equipment being installed.

Shared ownership housing scheme opened

The grand opening of four new shared ownership homes in Glusburn took place – giving more people an affordable way of getting on the housing ladder.

Council chairman launched charity swim challenge

Craven District Council chairman, Councillor Wendy Hull, launched the annual Charity Swim Challenge at Craven Leisure, to raise money for the Yorkshire Air Ambulance.

Consultation on voter ID pilot

Craven District Council was asked by the Government whether the council would be interested in taking part in a voter ID pilot at the local elections in May 2019. We held a consultation to allow us to assess the views of residents before making a decision.

January 2019

£2m project to improve Craven canal towpath got the green light

A £2 million project to transform the Leeds & Liverpool Canal towpath between Skipton and Gargrave, and Bradley to Kildwick, was given the go-ahead.

Cross Hills town centre improvements welcomed

Traders in Cross Hills welcomed the completion of the new works to improve the area around East Keltus.

Green Apple Awards launched

Craven District Council launched the new Green Apple Awards, to recognise, reward and promote environmental achievements by companies, organisations, communities and individuals across the district.

New children's playground in Aireville Park opened

Phase One of the new children's playground in Aireville Park opened – with an exciting range of play equipment including climbing frames, slides, swings, tunnels, a spinning swing, a den-building area, a sand-pit, and musical instruments.

Craven District Council formed sporting charity partnership

Craven District Council and Sue Ryder Manorlands Hospice agreed to form a partnership for two sporting events – Skipton Triathlon and Le Petit Depart. Sue Ryder Manorlands would be able to use the events to raise funds.

February 2019

Craven Community Champions Awards 2018

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

Public Consultation on Main Modifications to the Local Plan

Craven District Council launched a public consultation on the proposed main modifications which were recommended to the Craven Local Plan by an independent inspector.

CDC Budget 2019/20 was approved

The council agreed a fully funded and balanced Revenue Budget of £6,735,044 for 2019/20.

Skipton Information & Visitor Centre moved into new home

Skipton Information & Visitor Centre staff moved into their new home on Coach Street while the Town Hall refurbishment takes place.

March 2019

Voter ID pilot campaign

Craven residents were reminded that they would need to provide proof of identity to be able to vote at the next local elections in May 2019. A comprehensive publicity campaign took place.

Willow Weekend marked opening of Phase Two of the Aireville Park playground

Craven families and residents were invited to Aireville Park in Skipton to help build a willow dome and tunnel and take part in a range of creative activities, as Phase Two of the new playground opened.

RIBA housing competition launched

An international competition, a collaboration between Great Place: Lakes and Dales and the Royal Institute of British Architects (RIBA) was launched. Architects and designers worldwide were invited to submit innovative and affordable housing designs for two sites – at Horton-in-Ribblesdale and Burneside, near Staveley in the South Lakes.

Our Council Priorities

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 2018-19.

1. Enterprising Craven
2. Resilient Communities
3. Financial Sustainability

Enterprising Craven

Stimulating Business Growth

In the Council Plan, we said that we would enable the development of 8 hectares for new employment land by 2020. The following has been achieved towards this:

Official opening of the Skipton Flood Alleviation Scheme - the new £17.8 million Skipton Flood Alleviation Scheme protects over 370 homes and 118 businesses in Skipton and paves the way for wider development of the South Skipton area, providing more land for homes, and the potential to create hundreds more jobs.

Development of Wyvern Park, Skipton by Henry Boot Developments Ltd - on-site construction started in February 2019.

This is a strategic employment site – the development will provide 5.1 hectares of new employment land, to accommodate the construction of 195,700 square feet (18,181 square metres) of new commercial space, supporting upto 1,040 jobs. The developer is also contributing £235,000 towards improvements to the existing highway.

Nilorn UK announced they were moving to Craven - the business, which is part of a Swedish company, produces bespoke clothing labels for fashion brands and garment producers, and exports to 179 countries.

In March, the company took possession of a new commercial unit built as part of the re-development of the former mill site in

Cononley. They have invested £2.1million on their relocation to Craven.

Support for our Market Towns

Cross Hills - refurbishment of East Keltus Square in Cross Hills. The total cost of the work was £64,594, of which £35,416 was funded

by the Council from the New Homes Bonus allocation and a contribution of £29,178 was secured through planning obligations.

Settle - Settle Town Council approved the masterplan for the development of Castleberg Crag and woodland. The plan cost £10,000 which was funded by the District Council from the allocated £96,000, from its New Homes Bonus receipts. The Town Council has used the masterplan to secure a grant of £10,000.

How we measure up

from Stories in Stone (the Ingleborough Dales Landscape Partnership scheme) funded by the Heritage Lottery Fund and administered by the Yorkshire Dales Millennium Trust. The funding will be used to carry out initial works to start clearing vegetation and opening up the Crag.

Ingleton - Three interpretation panels to tell the story of the railway heritage of Ingleton have been installed, in front of the Ingleton Viaduct. The project cost £4,328, of which 50% was funded by the District Council and the remainder by a Stories in Stone grant.

Grassington - The Grassington Forum was created to bring together the Parish Council, the Town Hall Committee, Grassington Hub and the Chamber of Trade to improve the long-term economic success of Grassington. The Council allocated £22,000, from its New Homes Bonus receipts, to support the delivery of projects identified by the Forum.

Support for our businesses

Collaboration with local authority partners across the Leeds City Region continued to pay dividends for businesses in Craven.

Launched in 2017, the Ad:Venture Programme was developed by local authorities in the Leeds City Region, including Craven District Council, to improve businesses' chances of survival during the first three years of trading – when enterprises are at the most risk of failing.

A new Craven advisor for Ad:Venture came on board and funding was secured to extend the Ad:Venture Programme for a further three years, including grants of £3million from the European Regional Development Fund and £1million from the Leeds City Region Local Enterprise Partnership.

Funding was also secured to extend the Leeds City Region Digital Enterprise Programme for a further three years.

Craven's SME Growth Manager provides one- to-one advice for established businesses with the support of the Leeds City Region Business Growth Service. The Growth Manager has helped a wide range of businesses secure grant funding for investment in plant and machinery, expand and develop their workforce, and access advice on exporting, development and introduction of new products and services.

The Leeds City Region Business Growth Service was awarded a grant of £1.7million from the European Regional Development Fund to expand the number of Growth Managers. This will be used to fully fund an additional Growth Manager to cover the Districts of Bradford and Craven.

Tourist Information Centres

Settle Tourist Information Centre provided assistance to 25,176 people, a decrease of 1.6% compared to the previous year. Despite the slight decrease in visitors, the Centre increased the amount of income generated from the sale of goods and merchandise; the value of sales increased by 14% compared to the previous year.

The Skipton Information & Visitor Centre relocated to Coach Street in 2019 for the duration of the Town Hall redevelopment. The centre served 61,763 visitors at the Town Hall in the first three quarters of 2018/19.

Great Place: Lakes and Dales

The £1.34 million project to boost the local economy and encourage young people to live and work in the area, through celebrating local culture, arts and heritage, continued this year. 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.

Resilient Communities

Aireville Park

The Council has been working with the Friends of Aireville Park on plans for a new children's play area for several years. Fundraising was finally completed in 2018 and work began to construct the new play area in autumn 2018. Phase One of the playground opened in January 2019 and Phase Two was completed by the end of March. The playground has been incredibly popular with children and families and we are very grateful to all our funders and sponsors.

Community Champions

Our Community Champions Awards were a huge success once again in 2018-19, with fantastic nominees and very worthy winners.

These awards showcase the amazing work that is carried across Craven by so many dedicated people, to improve life for everyone.

Skipton Triathlon

The Council's second year of organising Skipton Triathlon in-house was again a huge success with more than 900 people signing up for the event on April 15, 2018, including three generations of the same family.

A third event was planned for April 2019, for which we created a charity partnership with Sue Ryder Manorlands for the first time, encouraging competitors to raise money for the local charity.

Dementia Friendly Craven

There are currently six communities in Craven working to become Dementia Friendly - Skipton, Settle, Bentham, Carleton and Grassington and Draughton. We worked together to promote National Dementia Action Week and World Alzheimer's Day, organised a local Dementia Champions Training Session, delivered Dementia Friends awareness sessions and pulled together a leaflet listing activities for Dementia Awareness Week and information about regular support and activity sessions.

As a council we are working to make our own services and facilities more dementia friendly.

How we measure up

Cycling Legacy

Skipton Cycle Races was a spectacular event again in 2018, attracting thousands of people to the town once more, despite a certain World Cup game taking place the same evening! It was again part of British Cycling's elite series and televised.

The Tour de Yorkshire came through Skipton and surrounding villages in 2018, 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.

Ward Member Grant Scheme

This scheme continued in 2018/19, 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 £29,541.20 was paid out to community groups, funding projects across all wards in the district, including Draughton Memorial Garden, Selfa holiday workshops, North Ribblesdale Rugby Club Schools Programme, Bentham Community Youth Café, Cowling Bowls and Social Club, Gargrave War Memorial, Cross Hills Centre, Grassington Hub Children's library, Young Carers Life Skills Workshops and many others.

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.

Armed Forces Day

Craven District Council was involved in staging Armed Forces Week in June 2018. On Armed Forces Day, a parade of Royal British Legion veterans and Air Training Corp cadets took place.

Armed Forces Week concluded on July 1, coinciding with Sheep Day in Skipton.

The Armed Forces Flag was lowered from Skipton Town Hall and presented to former Wren, Mrs Shirley Haigh, the first woman to receive the flag in Skipton.

Armed Forces Day was organised by Craven District Council, Skipton Town Council and the Royal British Legion.

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.

£38k of savings has been achieved in 2018/2019 against a target of £300k for the year, which will help to contribute to the longer term savings needed.

Savings

Savings achieved in 2018/19 include £10k additional Commercial Waste Income as a result of changes to the Fees and Charges, £8k in efficiencies generated from having the cremators replaced, £8k in savings from the refurbishment of Aireview House, £5k in External Audit Fee Savings as a consequence of PSAA negotiations, and there have been other 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 to deliver a number of further projects in order to meet the savings needed to balance the Council's budget, and the Plan is subject to quarterly update and refresh.

Assets

Part of our approach is 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 acquire and regenerate our property assets to improve economic and social outcomes for our communities.

During 2018/19 the tender process for the new grounds maintenance contract has been completed to generate further savings.

How we measure up

The redevelopment and improvement works to Aireville Park; Phases One and Two have been completed and have already benefited the aesthetics of the whole park.

Shared Ownership Housing

We have also progressed well with initiatives for the development of shared ownership housing and have a target to deliver 45 by April 2020.

Back Gate, Ingleton - Planning application was submitted in April. Changes were required

due to proximity of sports areas leading to a redesign of the site layout and number of properties. We anticipate being on site in September 2019.

Low Demesne, Ingleton - Layout has had to be redesigned due to the cost of providing split level housing. A planning application should now be submitted in June with a view to being on site in September 2019.

North Parade, Skipton - Submitted to planning in April. Out to tender in June, subject to planning approval.

Townend Close, Glusburn - Four houses completed.

Harper Grove, Sutton - Three houses due for completion in June.

Joint Venture

The partnership with Barnfield Investment Properties Limited, forming the Joint Venture Company known as Craven Barnfield Regeneration Limited has moved forward.

It will deliver a range of major regeneration and development projects at sites across the District.

Viability assessments and plans have been drawn up for a number of schemes to enable consultation and decisions to be made.

Services we provide

Think Craven District Council is all about Think again!

Skipton Town Hall

Venue Development Update

- 60,000 Museum objects packed and moved into storage
- Town Hall cleared of loose fittings ready for redevelopment
- Museum team temporarily relocated to Belle Vue Square for duration of redevelopment
- Skipton Information & Visitor Centre relocated to 35 Coach Street for duration of redevelopment
- Main contractor appointed to start April 2019
- We applied for Provisional Accreditation from the Arts Council, the highest level we can be at while the building is closed, and this was awarded in April 2019.

Craven Museum

- **Acquisitions:** Key items acquired in this period included the finds relating to Yarnbury henge and house, a Bronze Age sword grouping, an Anglo Saxon Hanging Bowl, the material relating to the Raikeswood Camp excavations and three art works transferred from Leighton House Museum.
- **Public Access:** Items from the collection were integrated into all the Gallery displays, including items from the Roebuck Collection being shown during the year. We created a new display (Royal Memorabilia) and several foyer displays over the year.
- **Heritage Lottery Fund collections:** We have worked with the museum designers Campbell and Co. to shortlist hundreds of items for the new displays. We checked the storage and packing for over 300 boxes of items, and put away over 1,000 items from the current displays into their correct packaging.

- HLF Activity Programme: We started delivering Rural Roadshows, pop up displays and primary school workshops. We delivered 10 make and take sessions, reaching 871 people, and two Museums at Night events.

We hosted placements for secondary school, sixth form, college and university students, and photogrammetry sessions with Greatwood Youth Group. Our Stories and Treasures blog and podcasts began, and we held a volunteer cataloguing project.

Museum attendance figures: 28,217 (Figures for 5 months only due to museum closure)

Gallery

We delivered a wide ranging five-show exhibition programme focusing on district and regional relevance along with touring programmes to give residents the opportunity to see new work that wouldn't normally be showcased in this area.

- Humans of the Dales – a partnership with Grassington Festival to display their commissioned audio-visual exhibition featuring portraits and interviews collected in the Yorkshire Dales, by two artists living in Craven.
- Clement Roebuck Collection – selected artworks from our Clement Roebuck collection to mark 30 years since Roebuck bequeathed his personal art collection to the town of Skipton.
- Memento – a showcase of a unique body of work created by digital artist Paul Miller – inspired by Skipton Town Hall itself.
- Crafting Change & Dissolving Margins - diverse work from two groups of artists including furniture, ceramics, jewellery and textile pieces. This was a touring exhibition partnership with local arts organisation Chrysalis Arts.

- Christmas selling exhibition – the final exhibition in the current gallery space, featuring artists all based in the Craven area.

Town Hall Performance & Events Programme

Following positive feedback on 2017's full year of diverse programming, in 2018 we hosted 75 different events and performances for a variety of audiences and age groups.

Highlights included:

- Fantastic one-woman show Votes for Women in the centenary year of women's suffrage
- Skipton Camerata free matinee concerts for under 18s, encouraging young people to try classical music and opera
- Grease 40th anniversary sell out screening complete with costumes, 'hard' shakes and popcorn!
- Larry & George Lamb Back on the Road – a chat show with a difference following their cycle through the Dales
- Excellent performance of The Damned United from acclaimed Red Ladder Theatre
- Black Dyke Band pre-Christmas brass concert – another popular success
- Christmas films double bill The Polar Express and Frozen singalong

We are incredibly excited about the future for the Town Hall and the future performance and event programmes we can plan for the refurbished venue!

Craven Leisure

During 2018 and 2019 Craven Leisure has achieved some major developments and projects, aiming to boost our income while satisfying and retaining our existing customers.

Our new gym was installed in December 2018. Despite the summer season being our quietest, our membership base has already risen by more than 100 customers.

Phase 2 of the development is now underway and is due to be completed by the end of July 2019. This will then see our fitness service take a major leap forward by offering a system for customers to interact with our fitness equipment via their mobile device.

We also refurbished the exercise studio this year, following the same feel as the new gym with some amazing wall art and lighting to create a fun and welcoming environment for our customers.

Our swim school was rebranded and is now known as Swimazing, with a new head of swimming. This has been very well received by our customers.

In 2018/19 the turnover for Leisure Services was £1.3m with running costs coming in only slightly higher - the service yet again bucked the traditional leisure services trend of costing councils hundreds of thousands of pounds.

Our Learn to Swim programme currently has 900 swimmers, which is 90% capacity. We are aiming for maximum capacity in the next 12 months.

Over the last 12 months we have reached 245,822 membership visits. On average we have 600 membership attendances a day.

We provide 96 exercise classes per week - over 4,500 classes per year. Our exercise to music timetable is very popular and brings in around £22,000 in casual usage income per year.

Over the past 12 months our Healthy Lifestyles programme has expanded from 5 sessions per week to 10 sessions. These classes are delivered in locations throughout Craven. We have exceeded weight loss targets set by North Yorkshire County Council and continue to receive excellent feedback from clients.

Customer Services

In the financial year 2018/19, a total of 25,766 customers visited the Reception area at Belle Vue Square, Skipton, while 143 visited our Settle office which opens on Friday afternoons.

Our call centre received 52,901 calls, which is a drop of 7% compared to the previous year. 91.43% of these calls were handled against a call handling target of 90%.

The Customer Services reception area of the Council offices was refurbished in July 2018 and we took the opportunity to make the area dementia friendly with less clutter and clear signage. We now also have two public PCs for customers to self serve if they wish. The team also provides reception services for NYCC services situated at Belle Vue Square, as well as for Citizens Advice who are now also based at our Belle Vue Square offices.

Planning

We dealt with a total of 1,191 planning determinations in 2018-19.

| Type of application | Percentage delivered on time | Target |
|---------------------|------------------------------|--------|
| Majors | 50% | 60% |
| Minors | 55% | 65% |
| Others | 77% | 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

The Craven Local Plan was submitted to the Secretary of State together with supporting documents at the end of March 2018.

A Planning Inspector conducted an independent examination into the plan's soundness in October 2018. A series of public hearing sessions were held, where the Inspector led the discussion on a range of matters, with contributions from the Council and participants who had submitted representations. The Inspector then recommended a number of Main Modifications to the plan, and consultation took place on these from February 19 to April 1, 2019.

Revenues and Benefits

In March 2018 we issued almost 30,500 annual bills for business rates and council tax. The total amount of tax levied for 2018/19 was £58.7 m, of which we had collected £57.9 m by the end of the financial year.

Top collection rates

Our collection rates put us amongst the top performing councils in the country – we collected 98.7% of council tax due 'in-year', compared to a national average of 97%.

The average for shire districts was 97.9%. We also reviewed empty properties, single person discounts and some discretionary and mandatory business rate reliefs in order to maximise all income from local taxation.

Housing benefit claims

Universal Credit continued to roll out across the district meaning that the number of housing benefit claims fell from 1746 at the start of the year to 1544 at the end of the year (a drop

of 8.7%). The number of council tax support cases remains steady at around 2,660. There had been a drop in the numbers of claims that we were receiving as people claimed help with housing costs from Universal Credit rather than from ourselves. We therefore changed our procedures, so we could accept claims for UC as a claim for council tax support, to ensure as many households as possible could receive the support to which they were entitled.

Housing Options

The Housing Options Service provides the council's statutory services in relation to homelessness and housing advice. This year saw the new legislation – The Homeless Reduction Act – which introduced a new range of statutory duties towards homeless people. The Council must assess everyone who is homeless or threatened with homelessness, provide them with a Personal Housing Plan and work proactively with them for up to 56 days to help them find other accommodation.

Increasing demand on service

The numbers approaching the service has increased by 8% to 340 which we believe is a direct result of the new legislation and an increased awareness amongst other agencies of their duty to refer homeless households to the Council. As in previous years, the majority of customers are approaching us for issues related to renting accommodation and affordability.

The team accepted a duty to 133 homeless households. We achieved a positive outcome for 62% of households by either helping them to stay in their existing accommodation or move to an alternative.

We have carried out a major refurbishment of our temporary accommodation and now have 9 self-contained units in Skipton for families and single people.

Craven Community Safety Hub

The Craven Community Safety Hub 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.

Hub Priorities

The priority areas for the hub include low level anti-social behaviour, children and young people, rural crime/cross border crime, safeguarding and vulnerability.

There are a number of areas where hub officers work alongside Council departments, dealing with a large number of issues which often originate in anti-social behaviour. These include noise nuisance, neighbourhood disputes, drug use and homelessness.

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. Every month a meeting is held at county level to consider individual cases or issues. 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.

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 2018 the Council introduced a new taxi licensing policy.

Below are the new and renewed licence applications that have been processed by the Council in 2018/19.

| | |
|---|-----|
| Hackney Carriage Vehicle | 319 |
| Private Hire Vehicle | 27 |
| Hackney Carriage driver (new & renewals) | 76 |
| Private hire driver (new & re- newals) | 3 |
| Combined driver | 4 |
| Private Hire Operators | 6 |
| Premise licences | 10 |
| Vary designated premise supervisor | 47 |
| Transfer premise licence | 38 |
| Premise licence variation | 15 |
| Temporary event notice | 363 |
| Personal licence applications or variations | 70 |
| Street collections | 60 |
| House to house | 33 |

Bereavement Services

New cremators

The replacement of the 20-year-old cremators was completed in December on time and without any major issues or complaints.

The Bereavement Services worked tirelessly during what was at times a stressful working environment, and ensured no bereaved family was inconvenienced or distressed throughout this transition period.

Charter for the Bereaved

In June Bereavement Services were once again awarded Gold Standard for Cremation and Silver Standard for Burial in 2019's annual assessment for the Charter for the Bereaved.

This is the second year Bereavement Services have had their hard work and dedication recognised at Gold and Silver standard.

The charter aims to improve the standards for Burial and Cremation services and the experience of funerals for those who are bereaved.

Metal Recycling

Craven's Bereavement Services have been part of the ICCM Metal recycling scheme since 2016. This scheme sends metal residues for recycling in order to raise money for charity and to prevent the environmental impact of burying these remains.

2019 has seen the recycling and reuse of pacemakers added to the scheme. These are either forwarded to a pacemaker charity for use in developing countries, or recycled, with the proceeds added to the ICCM Metal Recycling scheme.

CRUSE Bereavement Care has been our nominated charity since 2016, and to date we have raised £40,000 for this charity via this scheme, £15,000 being raised already this year. The consent of the nearest relative is always sought for each cremation for which we are eternally grateful.

Green Apple Award

Bereavement Services received a commendation in the 2019 Green Apple Awards for Environmental Best Practice for the reduction of mercury from the cremation process into the atmosphere.

The new cremators are also designed, when used with the filtration equipment, to reduce gas consumption by 30-35%.

Environmental Health

Our Environmental Health team responds to a huge range of call-outs.

In 2018/19 we undertook 335 food safety inspections and investigated 51 complaints about food and food premises.

We carried out 29 Animal Boarding/Breeding/ Horse riding establishment visits.

We investigated 29 reported cases of infectious diseases and 31 accidents.

We dealt with 16 licensing cases of tattooists/ other beauty premises.

We carried out 44 risk assessments on private water supplies along with routine sampling.

41% of these samples contained unacceptable levels of bacteria.

39 private sector housing inspections were undertaken.

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

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

We were consulted on 569 planning applications.

We responded to 59 service requests for odour/smoke/radon/contaminated land.

We investigated 30 complaints relating to domestic waste storage, 22 commercial waste offences and 27 cases of illegal burning or disposal of waste.

We carried out two mobile homes site licence inspections.

We responded to 76 drainage and flooding call-outs and gave pest control advice on 41 occasions.

We dealt with a number of other service requests - these vary widely including fly tipping (211), smoke and fumes (51), various noise complaints (153). We also conducted air quality monitoring at six sites and carried out 18 permitted processes inspections.

Cleaner Neighbourhoods

Our Cleaner Neighbourhoods team responded to 995 callouts including dog fouling (90), littering (92), abandoned vehicles (65), barking dogs (58), stray dogs (22), and dangerous dogs (24). We carried out 13 educational visits to school as part of a campaign to stop dog fouling, and also took part in a county-wide fly-tipping campaign.

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 solution 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 from reduced printing, posting and administration.

Web Services - A new Council web site and CRM was successfully launched, improving digital services and accessibility, giving us

immediate savings on hosting costs and a solid digital platform upon which further efficiencies and service improvements can be created.

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. Improvements are ongoing and 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 collect more than 1.6 million bins every year. We provide an alternate weekly refuse collection for all domestic properties in Craven. In 2018/19, we started recycling a wider range of plastics, encouraging residents to recycle more of their waste.

We also provide a commercial waste collection for businesses in Craven. In 2018/19, we worked towards the introduction of a revised service which would begin from April 2019, based on weight/volume rather than the previous volume collections.

In addition, we run a garden waste collection service; in 2018/19 residents could subscribe to this for £32.50.

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

Council Finances

In February 2019 Craven District Council set its budget for the following financial year.

Councillors approved a £5 increase in Council Tax to £172.21 (band D). Members also approved a net revenue budget of £6.735m for 2019/20. Council Tax will generate a total of £3.879m 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 £172.21 (£3.31 per week) of the £1,872.79 paid in Council Tax by a Craven household in 2019/20 to fund the services it provides (based on an average band D property Council Tax 19/20).

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.

As expected the Revenue Support Grant has reduced to zero in 2019/20 and other grants have also been significantly reduced too.

This means we will need to save £879,000 over the next 4 years to 2022/23. The savings target in 2019/20 will be £278,000 increasing by £601,000 by 2022/23 to the £879,000.

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, i.e. 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 2018. The Council's next budget will be set in February 2020, but the process will commence in autumn 2019.

So where exactly does your money go?

This table provides more detail on each area of spending. It shows how your £3.31 a week in Council Tax is actually divided up (figures are based on an average Band D property.)

| Cost Breakdown | Amount (£) |
|--|-------------------|
| CORPORATE COSTS - INCLUDES AUDIT FEES, INSURANCE FEES AND BANK CHARGES | 0.49 |
| ASSETS & PROJECTS - MANAGEMENT & RUNNING OF COUNCIL OWNED LAND & BUILDINGS | 0.4 |
| SENIOR MANAGEMENT COSTS AND CENTRAL BUSINESS SUPPORT SERVICES | 0.4 |
| LEGAL & DEMOCRATIC SERVICES - INCLUDING MANAGING ELECTIONS AND COUNCILLOR ALLOWANCE PAYMENTS | 0.31 |
| FINANCIAL SERVICES - INCLUDING FINANCIAL MANAGEMENT AND PRODUCTION OF THE STATUTORY ANNUAL ACCOUNTS | 0.3 |
| REFUSE COLLECTION & RECYCLING | 0.56 |
| REVENUES & BENEFITS AND CUSTOMER SERVICES | 0.29 |
| INFORMATION SERVICES - T SYSTEMS AND TELEPHONY INFRASTRUCTURE, MAINTENANCE OF THE GIS AND MAPPING FUNCTION | 0.29 |
| HOUSING AND HOMELESSNESS SERVICES | 0.15 |
| ENVIRONMENTAL HEALTH SERVICES - INCLUDING HACKNEY CARRIAGE AND PREMISES LICENSING | 0.15 |
| STREET CLEANSING | 0.2 |
| PLANNING AND BUILDING CONTROL SERVICES | 0.15 |
| ECONOMIC DEVELOPMENT - INCLUDES SUPPORTING PROJECTS ACROSS THE DISTRICT TO SUPPORT ECONOMIC GROWTH, SUCH AS RURAL BROADBAND PROJECTS | 0.22 |
| CRAVEN MUSEUM & GALLERY, ARTS DEVELOPMENT, SUPPORT FOR TOURISM AND SKIPTON & SETTLE TOURIST INFORMATION CENTRES | 0.14 |
| PARTNERSHIPS & COMMUNICATIONS - INCLUDES WORKING WITH COMMUNITIES AND COMMUNITY GRANTS TO SUPPORT LOCAL ORGANISATIONS | 0.1 |

| Cost Breakdown | Amount (£) |
|---|-------------------|
| HUMAN RESOURCES - INCLUDING PERSONNEL SUPPORT, TRAINING AND DEVELOPMENT COSTS AND HEALTH & SAFETY | 0.09 |
| CRAVEN LEISURE, SKIPTON | 0.01 |
| BEREAVEMENT SERVICES (GENERATES INCOME) | -0.26 |
| CAR PARKING (GENERATES INCOME) | -0.68 |
| TOTAL COST TO YOU PER WEEK | £3.31 |

Contact the Council

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

Opening times

9am to 5pm Monday to Thursday 9am to 4.30pm Friday

Telephone: 01756 700 600

Emergency out of hours contact number: 01653 699 392

Email: contactus@cravenc.gov.uk

If you would like this information in a way that is better for you, please telephone 01756 700600