

Richmondshire District Council

Council Plan

2019-23





FOREWORD

Welcome to our 2019-23 Council Plan – which identifies our ambitions for the district over the next four years.

At the core of this plan are our customers and communities and the provision of a focus towards enabling growth to support our sub-regional and regional economies.

The Council declared a Climate and Ecological Emergency in July 2019. We want to make the Council's operations zero carbon by 2030; encourage initiatives that help Richmondshire become a net zero carbon district; and improve biodiversity while protecting our working cultural landscapes and economies. We will all work together to deliver the actions needed to achieve the Council's ambitions and the plan will be reviewed and updated annually to reflect changing circumstances and issues.

The Leadership Team



Corporate Directors Callum McKeon and Colin Dales, Chief Executive Tony Clark, Council Leader, Councillor Angie Dale, Corporate Director Sian Moore and Deputy Leader of the Council, Councillor Helen Grant

OUR VISION, VALUES AND PRIORITIES

OUR VISION

To ensure that everyone that lives in or visits the district, receives top quality, value for money, services. We believe Richmondshire is a place where people support each other to ensure the wellbeing of future generations.

OUR VALUES

Putting equalities and diversity first – this is at the centre of all service delivery and employment practice to ensure compliance with with Equality Act 2010 through the General Equality Duty (GED) by January 31 each year.

Delivering high quality, affordable services – we manage our services to deliver the best quality that we can for our council taxpayers; and operate a culture of openness and transparency in everything the council does.

Providing excellent and effective services to our customers – we work hard to deliver best value services by understanding the customer's needs and expectations.

Looking after our staff – we recognise the value and well-being of our workforce, encouraging them to develop in a supportive working environment.

Mitigating risks by effective Corporate Governance – we take the management of risk seriously and do our best to manage risks within our planning and performance processes.

OUR PRIORITIES

Providing a Fit for Purpose Council

Working with our Communities

Helping Vulnerable People

Providing a Healthy Environment

Inclusive Growth

PROVIDING A FIT FOR PURPOSE COUNCIL

The Council must be effective at providing local government functions in line with legislation, resources and best practice, and strive to improve further.

We will determine future ways of working by:

- Evaluating, on a case by case basis, the benefits and issues of a range of options for delivering services - such as outsourcing, trading companies and strategic partnerships

We will operate within the resources available in the medium to long term by:

- Ensuring the Council has approved financial plans that are refreshed at least annually
- Investing in new and existing income streams
- Investing in trainees/apprenticeships across the Council to improve succession planning

We will ensure the delivery of effective business processes by:

- Reviewing current processes, procedures and the use of ICT via our CA&H programme to transform services; implementing required changes to maximise cost effectiveness; and delivering the savings identified in the Council's Savings Plan
- Continuing the migration of customers to self-service options and more cost effective interactions such as direct debits, standing orders – this includes the phasing out of expensive processes such as payments in the form of bank cheques whilst recognising the individual needs of a minority of customers.
- Reviewing the operation of the Council's network of community offices.

We will support services by:

- Monitoring annual agreed plans by the Audit, Governance and Standards Committee by:
 - Communicating effectively with staff and customers
 - Managing the council's exposure to risk
 - Continuing to deliver our procurement strategy
 - Delivering an effective approach to equalities and diversity
 - Ensuring an effective approach to health and safety

We will ensure the governance of the Council, its Committees and services enables effective decision making and operation by:

- Operating a robust, transparent and accountable scrutiny process
- Using a Resident Panel to ensure members of the public are fully engaged
- Making good use of the long established Tenant Panel
- Providing effective corporate and information governance arrangements, through regular updates to the Audit, Governance and Standards Committee
- Holding twice yearly meetings with representatives of our Parish Councils

WORKING WITH OUR COMMUNITIES

Communities will be helped to meet their local needs. We will help community groups to achieve their ambitions by:

- Providing a Community Investment Fund (CiF) of £300,000 in 2019/20 for community infrastructure
- Providing funding of £10,000 in 2019/20 to each of the district's Area Partnerships for local community projects
- Investing and providing advice and support to find a sustainable solution for the future of the council owned former Richmond Lower School
- Considering on a case by case basis, requests from the local community for the acquisition of council assets
- Supporting the work of North Yorkshire County Council's 'Stronger Communities Programme'
- Supporting and promoting the delivery of community led housing schemes across the district
- Working with the Yorkshire Dales National Park to deliver the Management Plan for the Yorkshire Dales, particularly in relation to the 'Attracting Young Families' initiative
- Undertaking a review of community safety to ensure it is fit for purpose
- Supporting measures to improve broadband and mobile telephone coverage

We will continue to support the work of key partner organisations involved in supporting local communities by:

- Financially supporting the Hambleton, Richmondshire and Selby Citizens Advice Bureau
- Providing financial support to the Yorkshire Local Councils Association for its work with partners across the district



HELPING VULNERABLE PEOPLE

We will tackle financial vulnerability by:

- Ensuring residents get the benefits they are entitled to
- Offering household budgeting advice
- Supporting access to key advice agencies - including the Citizens Advice Bureau - through annual operational funding
- Providing a liaison point for Universal Credit

We will help to tackle fuel poverty by:

- Improving energy efficiency in our local housing stock
- Installing greener fuel use options in council housing stock
- Promoting the Ecoflex scheme aimed at reducing fuel poverty through the installation of energy efficient measures

We will tackle housing need by:

- Exploring the development of a small construction programme of up to 20 properties on council owned land
- Increasing the supply and affordability of housing across all types and tenures, particularly in that part of the district within the Yorkshire Dales National Park by working in partnership with the Park Authority
- Ensuring that council housing, a key element of affordable housing supply, remains financially sustainable in the medium to long term through an ongoing review of the Council Housing Business Plan
- Maximising equitable access to affordable housing through North Yorkshire Home Choice
- Preventing homelessness by adopting a new Homelessness Strategy and delivering a new Homelessness Support Service
- Increasing access to good quality private sector housing - at least 30 households will be helped to find private rented housing annually
- Utilising Government disabled facilities grant funding to adapt properties to ensure they meet the needs of private sector householders that have a disability



HELPING VULNERABLE PEOPLE

We will tackle social isolation by:

- Encouraging the use of technology – by the retention and recruitment of new Lifeline customers annually and continued direct installation of telecare equipment to assist customers in maintaining their independence for longer
- Using extra care and sheltered housing schemes as social hubs for older people
- Exploring and supporting the establishment of new extra care schemes, particularly in the Upper Dales and Garrison parishes

We will influence key policies affecting vulnerable people by:

- Engaging with partners in the preparation, implementation and review of the:
 - North Yorkshire Extra Care Policy
 - North Yorkshire, York and East Riding Housing Strategy
 - North Yorkshire, York and East Riding Joint Housing Investment Plan
 - Better Care Fund

We will protect vulnerable adults and children by:

- Operating effective and sensitive safeguarding systems and adopting multi - agency policies and procedures
- Training staff to respond appropriately when they suspect – or witness – abuse



PROVIDING A HEALTHY ENVIRONMENT

Making sure Richmondshire is a healthy, safe and clean place to live and work. We will reduce waste and improve recycling by:

- Working with the York and North Yorkshire Waste Partnership to achieve the partnership recycling target of 50% - while maintaining our recycling rates as at April 2015 as a minimum
- Undertaking a fundamental review of the waste collection and recycling services to improve recycling, reduce residual waste and respond positively to the Government's forthcoming Waste Strategy, including the consideration of the kerbside collection of food waste
- Exploring the introduction of collecting kerbside recyclable materials in a co-mingled system via a single bin
- Maintaining / prioritising our green waste collection service
- Exploring the wider introduction of litter bins with recyclable material compartments as part of a programme of upgrading litter bins throughout the district



We will tackle climate change and make Richmondshire more environmentally sustainable by:

- Exploring the feasibility of installing income generating, energy efficient and renewable technologies at council owned buildings
- Installing energy efficient street lights
- Exploring/installing electric vehicle charging points in council owned car parks
- Exploring the procurement of energy efficient vehicles when replacing our fleet of vehicles
- Continuing to replace worn out boilers in council homes with new, energy efficient boilers
- Working closely with our partners to share good practice and benefit from their research – including the National Park and Ministry of Defence - creating a multi-agency working group



PROVIDING A HEALTHY ENVIRONMENT

We will promote community safety, to retain our position as a safe place to live and work, by:

- Supporting local objectives to reduce domestic violence, drugs and alcohol misuse, and anti-social behaviour

We will reduce health inequalities and promote health and wellbeing by:

- Working with our local Clinical Commissioning Group (CCG) to explore investment opportunities to reduce admissions into hospital and/or reduce patient stays in hospital
- Improving the living conditions of eligible vulnerable people enabling them to stay at home for as long as practicable - by providing up to 30 Disabled Facilities Grants annually
- Delivering the key themes of the Public Health and Wellbeing Strategy
- Developing, on behalf of North Yorkshire Public Health, a 'healthy lives' activity programme
- Supporting a joint NHS / MOD integrated care campus project to improve medical facilities on Catterick Garrison and the surrounding areas
- Adopting a proactive approach to tackling dog fouling across the district
- Promoting sport, leisure and cultural activities in the district
- Continuing to provide funding to Richmondshire Leisure Trust to operate Richmond Swimming Pool and provide the maintenance of the facility



INCLUSIVE GROWTH

Growth brings increased housing choice and economic potential, but respects our local heritage and landscape. We will plan for strategic growth by:

- Delivering our Economic Action Plan 2019-2024 and undertaking annual reviews
- Strengthening and clarifying the growth enabling policies contained in the Local Plan Core Strategy through the Local Plan Review
- Working with the Ministry of Defence, North Yorkshire County Council and partners to develop and deliver a Catterick Garrison Masterplan as part of the Local Plan Review
- Planning the feasibility of a town centre regeneration project focused on Shute Road, Catterick Garrison



We will support local inclusive growth by:

- Holding a Richmondshire Business Week to bring local businesses and partners together to discuss how the growth potential within the district can be achieved
- Supporting the Yorkshire Dales National Park in the feasibility work on a family friendly cycle path being established in Upper Wensleydale
- Supporting the Yorkshire Dales National Park's five year Tees/Swaledale environmental project
- Stimulating the creation of new - and the growth of existing - businesses by continuing our small business apprenticeship grant scheme
- Assisting businesses to access new areas of funding and proactively supporting access to Discretionary Rate Relief
- Assisting NYNET, and other broadband providers, in the delivery of superfast broadband throughout the district - including in 'hard to reach' locations - and putting fibre into premises in Richmond and Leyburn
- Developing and delivering an assets based community development approach in target areas in accordance with our Local Plan which recognises the unique characteristics of different areas



INCLUSIVE GROWTH

- Working with partners to raise the aspiration level of young people and adults through the National Collaborative Outreach Programme project
- Engaging with Welcome to Yorkshire and ensuring that its business plans have a Richmondshire focus with measurable outcomes
- Supporting tourism initiatives
- Engaging with Tour de Yorkshire and other high profile event organisers
- Promoting the district as a business and tourism destination with Welcome to Yorkshire and by the development of our Destination Management Plan

We will establish effective new ways of working with partners to stimulate local growth by:

- Taking part in discussions about devolved regional governance to ensure Richmondshire is fully and fairly represented
- Encouraging businesses to locate in Richmondshire by actively promoting it as a place to live and work
- Working with partners to host the annual Tour de Yorkshire cycling event in Leyburn
- Taking part in discussions about Spatial Framework development to capture the development potential of Scotch Corner and the A1 Corridor



WHAT DO WE DO?

The Council provides a wide range of services and facilities for its residents, businesses and visitors – costing just £4.13 per week for an average Band D council tax property in 2019/20

FOR OUR COMMUNITIES

- Work with local communities through our five Area Partnerships
- Financially support over 150 local voluntary and community groups to deliver initiatives
- Work in partnership to reduce crime and anti-social behaviour
- Process 950 planning proposals and around 875 local land charge applications each year
- Provide bereavement services at Reeth Road Cemetery, Richmond and Grinton Cemetery
- Clean streets and public places to maintain high standards of cleanliness
- Operate 1,500 street lights
- Deal with noise nuisance issues
- Monitor and improve air pollution, contaminated land and flood prevention
- Collect household waste and recycling from 23,000 households, including bulky collections and garden waste from 10,000 homes
- Undertake private water supply sampling
- Undertake public health burials when required
- Maintain green and open spaces throughout the district
- Offer advice, support and direction for issues related to housing, environment, planning and benefits

FOR OUR RESIDENTS

- Collect council tax on behalf of our council, North Yorkshire County Council, North Yorkshire Police Authority, North Yorkshire Fire and Rescue Service and Parishes to enable delivery of services
- Provide homelessness and housing advice
- Administer grants for 30 disabled adaptations to households each year
- Work in partnership to increase the supply of affordable and community led housing
- Improve private sector housing conditions by offering advice to homeowners, tenants and landlords, and through the licensing of homes in multiple occupation
- Provide a Housing Benefit claims service
- Provide and manage general needs housing and sheltered housing accommodation
- Financially support Richmondshire Leisure Trust to operate Richmond Swimming Pool
- Encourage the development of arts and sport across Richmondshire
- Support the delivery of local festivals and events

WHAT DO WE DO?

FOR OUR DEMOCRACY

- Maintain the register of electors
- Undertake election administration for local Parish, District, County, Parliamentary, Police and Crime Commissioner elections and referendums
- Support Councillors and the Council Chairman
- Administer meetings of the Council's committees and Full Council
- Support the district's 54 Parish and Town Councils and 25 Parish Meetings



FOR OUR BUSINESSES

- Provide financial support for the growth of over 30 new and existing businesses
- Provide and manage 14 off-street car parks and one lorry park - in Richmond, Leyburn, Hawes, Langthwaite, Muker and Colburn and Catterick Garrison
- Provide 15 public conveniences - in Richmond, Grinton, Reeth, Muker, Gunnerside, Keld, Hawes, Leyburn, Middleham and Catterick Garrison
- Work with partners to increase the contribution of tourism to the local economy
- Issue liquor, entertainment and hackney carriage (taxi) licences
- Undertake food safety inspections of local restaurants and takeaways
- Work with partners to improve access to higher speed broadband
- Provide pest control services to local businesses – in excess of 275 contracts per year
- Provide almost 2000 businesses with rate relief





This information is available in alternative formats and languages



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