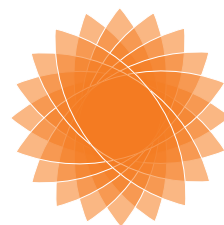


Discover North Kesteven

Delivering a positive
difference in your life



districtnk
North Kesteven District Council



Continuing a tradition of listening, responding and respecting residents' views

Cllr Richard Wright
Leader of North Kesteven District Council

I introduce this summary of what North Kesteven District Council does in support of our District of Flourishing Communities by saying how proud and privileged I am to be Leader of such a great council.

Through this leaflet you will gain a sense of how we work effectively and efficiently in the interests of our wonderful District: councillors, officers and partners in the service of our communities; reaching for the highest standards in the delivery of excellent services that are relevant in people's lives.

In NK we make great efforts in making the Council central to the lives of our residents; adding real value and fostering wellbeing and prosperity within safe, clean communities.

We do this by ensuring that NKDC remains at the heart of our community. And that is the purpose of this Discover NK engagement, continuing a tradition of listening, responding and respecting the views of residents in shaping bold, resilient and responsive actions.

I sincerely hope that you discover – or deepen – a sense of what lies behind North Kesteven's success as 'A District of Flourishing Communities.'

And that you discover that your District Council is about so much more than emptying your bins weekly, running elections, managing planning applications and providing leisure centres – all of which we do, and do well.

Discover more about the ways in which we safeguard and create jobs; promote inward investment; build, run and support quality housing options; shape safe, vibrant communities; ensure food outlets, taxis and pubs are safe and properly licensed; protect the public; and encourage healthier lifestyles.

Discover how all of this activity is prioritised to achieve a stronger economy, better homes, vibrant communities and efficiently-run Council services.

Discover how little you pay for what you receive: on average £2.56 a week.

A record response to our residents' survey this year showed consistently high satisfaction for the way the Council runs things, the quality of its services and the value for money it represents, which of course I welcome.

However, the challenge before us is to push even harder in ensuring our services, support and leadership are efficient and of the high standards residents expect of us – to the point that should you ever be asked to choose your council, you would still choose us.

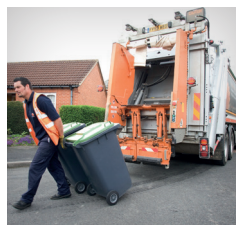
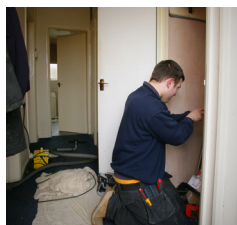
I firmly believe that to remain at the very top of our game, we must – as a Council – listen to our communities, pursue only the highest standards at best possible value and perform as well as we can, delivering against the clear unambiguous goals set out in the NK Plan.

Your input is critical in this and I welcome your thoughts, compliments and any concerns you may have.

Telephone Number: (01529) 414155
Out of Hours Telephone Number: (01529) 308308

Minicom: (01529) 308088
DX Number: 26909 Sleaford
Email: customer_services@n-kesteven.gov.uk

Address:
District Council Offices
Kesteven Street
Sleaford
Lincolnshire
NG34 7EF



NKDC: Delivering a difference – daily

Fast facts NK:

Fourth fastest growing district in England; 6% projected growth by 2021.

Fourth year running as safest place in the country: fewer crimes per 1,000 people than anywhere else in the UK.

Highest levels of contentment anywhere in England; highest sense of life satisfaction; second of all council areas for a feeling that life is worthwhile; 25th for happiness; and low down on an anxiety scale.

Active adult sports participation the highest in Lincolnshire and 11th best nationally.

Stronger than average survival rate among new businesses succeeding beyond the first two years of trading.

Housing development programme commended by industry leaders as the best of any UK local authority.

North Kesteven District Council is a council that delivers a difference: a difference that impacts positively on the daily lives of its 111,000-plus residents in 50,000-plus homes and those working in 4,000-plus businesses.

This difference is what defines North Kesteven as the country's safest place to live; with high levels of life satisfaction, quality of life, contentment, happiness and wellbeing – as verified by various studies in the past year.

It has high levels of businesses start-up success, investor confidence, sports take-up and active participation and some of the best council homes built through a highly-regarded and robust programme for developing social housing.

Small in size, but big on impact, it is highly effective and highly efficient; operating with a clear vision and commitment to deliver excellence in all it does.

This is achieved not only through the foresight and direction of its 43 dedicated councillors, the commitment and consideration of responsible council officers, and the strong and resilient partnerships which help to shape responsive and regarded services; but through a mutually-respectful relationship with residents,

businesses and community influencers.

This includes you, as together we make North Kesteven what it is – a District of Flourishing Communities.

Together we shape those communities; we pioneer initiatives, ideas and investments; we show foresight, care and compassion; and we actively support and enhance our neighbourhoods.

This level of positivity and engagement underpins the NK Plan, the Council and community's shared three-yearly rolling programme of targeted ambitions and aspirations geared towards responding to need, challenges and opportunities.

Fully-funded and backed by the community through consultation and political endorsement, it ensures that the Council continues to deliver the excellent services expected of residents, in support of the District's Flourishing Communities.

The Plan for this year and a flavour of the successes delivered against it over the past year can be seen over the following pages.

Further detail can be found at www.n-kesteven.gov.uk or contact your Councillor, details on the back cover.

What your District Council has achieved



Each year North Kesteven District Council sets targets to ensure it delivers for the Flourishing Communities it serves. Some of the key figures for the last year are featured on this page, and throughout your newsnk.



184
jobs created as a
result of Council
intervention



96%
of the Council's
business units
are occupied



21 private
sector empty
properties brought
back into use

95% of
tenants satisfied with
the service provided
by the Council



97% of
food businesses
broadly compliant
with legislation



10 new
investments
secured in NK
for regeneration
projects



70% of
residents feel that
streets are clean
within the District



89% of
customers found
it easy to access
the services they
require

384,767

visitors to cultural venues
and ArtsNK programmes



712,991

visitors to indoor sport
and leisure facilities



North Kesteven is a Council defined as:

High-performing – a highly efficient ratio of staff to residents serving a sparse rural population.

Resilient – strong financial planning and preparedness mitigates against kneejerk efficiencies and cost savings.

Vibrant – inherently enthusiastic, progressive and dynamic in all that we do.

Well-run – highly regarded and respected by a spectrum of residents, peer authorities and agencies.

Customer-focused – engaging 100s of people in setting the agenda on priorities and action.

Active – investing heavily in leisure, arts and cultural facilities as well as improved housing.

NK Plan 2017-20

NK Plan: It's about making a difference

The NK Plan is about making a difference for people and communities in North Kesteven.

Designed with input from partners, stakeholders and residents, the NK Plan ensures that the Council continues to deliver excellent services for flourishing communities which make up the District, while tackling the main challenges facing NK.

The plan is split into four distinct priorities – Our Economy, Our Homes, Our Communities and Our Council – and describes what we plan to do, the resources available to do that, and how success will be measured.

It is revised annually to ensure it remains fresh, with relevant ambitions and aspirations, reflecting the position in respect of strategy, budget and performance framework for the forthcoming three years.

In line with the Plan and to ensure clear, consistent delivery against it, all of the Council's services are geared towards delivering against one or more of the 15 current ambitions.

The Council is focused on delivering the strong vision and clear priorities set out within the Plan, together with its ambitious capital programme.

It has a viable and positive financial plan for the next three years, and remains focused on making a difference for the communities of North Kesteven.



Our Council

To be a high-performing and value-for-money authority prepared for the future



Our Communities

To promote the sustainability, wellbeing, safety and health of North Kesteven's evolving communities



Our Homes

To promote housing growth that meets the current and emerging needs of North Kesteven



Our Economy

To promote the economic and employment growth of North Kesteven

How we continued to deliver against the NK Plan in 2016/17 can be seen on the following pages.

North Kesteven is a Council defined as:

Collaborative – engaging with partners who share our vision in tackling the main challenges together.

Visionary – first to start building council houses again; and doing more than any similar authority.

Efficient – pioneering a range of shared service arrangements to save money and share expertise.

Pre-emptive – always horizon scanning and responsive to emerging challenges.

Future-focused – detailed short and medium term plans sit alongside long-term visioning.

Forward-looking – anticipating change and challenges and preparing timely responses.

Our Council

'Our Council' is the Priority concerned principally with ensuring the efficient operation of the Council and its lost-cost, high-value, customer-focused services; maintaining balanced budgets, and resilient financial planning; and operating systems of open and accountable democracy which includes the good conduct of Council meetings and Members.

Service areas include finance, customer, public and partner engagement, technology, governance, emergency planning, democratic participation and elections.

As a proportion of net General Fund spend, it accounts for around one-third; **£4,443,000** in 2016-17.

For the year ahead key activities are to:

- Progress the new Refuse Depot at Metheringham; and
- To deliver key strategies surrounding staff, services and finance as well as a new model for improving the quantity and quality of rented accommodation in the District.

Through such targeted action the Council:

- Maintains its reputation for openness and transparency;
- Improves engagement and involvement of residents;
- Ensures ease of access for customers to its services;
- Maintains a highly motivated, skilled and flexible workforce;
- Continually seeks better quality and higher value-for-money; and
- Innovates efficient and effective services that meet customers' needs.

Customer-focused NK

81.4% of residents show high levels of satisfaction with the way the Council runs things.

100,198 enquiries handled by Customer Service staff by phone and **27,021** customers seen face to face in 2016/17.

94% of customers satisfied with the way their request was handled.

89% of customers find it easy to access the services they require.

11,708 people formally consulted on one thing or another in 2016/17; 3,357 through the annual household survey – a three-fold increase on 2015/16 – and 3,800 customer service surveys.

92% of the 97 total complaints responded to within 15 days.



During 2016 the Council refreshed its website, making it easier to use on the move, more accessible, more transactional and more intuitive.

It lets you contact the council when and where you choose, 24/7 – instead of having to wait for when we're open.

316,106 users visited 1.9m pages at www.n-kesteven.gov.uk over 486,579 sessions.

There was a **235%** uplift in web sessions over five years as the website improved.

At the same time Customer Services handled **1000s** of phone calls and face-to-face enquiries at its reception desks.

Open and accountable

1,145 formal 'access to information' requests responded to in 2016/17; 98.5% answered on time. Twice the number from five years ago.

NewsNK delivered to 52,500 premises, four times a year, at a cost of **15p** per copy.

Social media engagements grew by an average of 15% over the year; **5m** on Twitter alone.

All Council, Executive and committee meetings are open to the public to attend, with decisions shared via social media, local media, NewsNK, online minutes and recordings.

Running elections – **16** separate polls were juggled in 2016/17.

Around **300** aspiring voters engaged per year through Local Democracy Week initiatives.

To be a high-performing and value-for-money authority prepared for the future

High quality and value-for-money NK

85% of residents rate the quality of the Council's services 'highly'.

82.7% of residents feel the Council offers 'value for money'.

9.6% – the proportion of Council Tax North Kesteven keeps for its own services.

£2.56 – the average Council Tax cost per household for all that the District Council provides.

NK's Council Tax rate is within the lowest **25%** nationwide.

The **10th** best Council Tax collection in country, out of 326 authorities – 99.1%; and **2nd** highest in Lincolnshire for Business Rates – also 99.1%.

One of the lowest ratios of staff: population of any Lincolnshire council; **322** (FTE) staff to support the needs of 111,876 people.

£2.26m – the amount saved and generated as additional income to offset reduced central government funding for 2016/17.

1,363 planning applications received in 2016/17, plus 667 pre-application enquiries; in line with consistently high volumes.

11,703 consultations undertaken and 8,163 'neighbour notifications' carried out.

327,792 hits on applications, documents and decisions via the Panning Online web portal.

100% of Major applications decided within the required 13 weeks or agreed extension;

1,110 new addresses registered; and 40 new streets named.

Bite-sized budget summary

Overall the Council is responsible for handling around **£90m** in gross spend every year.

For most of this the Council is merely an agent, paying it out through benefits, drainage rates, precepts for other councils, disability facilities grants etc. Although it collects around **£58m** in Council Tax and **£24m** in business rates a year, it only retains a fraction of this for spending by NKDC, with the rest passed on to other organisations.

The main area of spend on direct delivery for all residents is the Net General Fund which for 2016/17 totalled **£12.020m**.

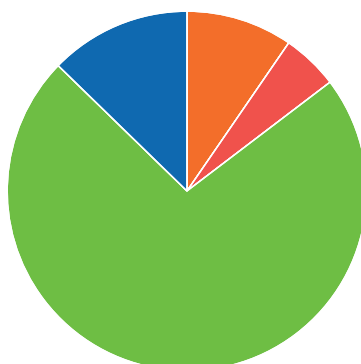
The Net General Fund budget for this year is **£11.298m** and **£11.986m** for 2018/19; always striving for low cost and high

value. This is chiefly funded by the retained share of Council Tax, Business Rates and service income.

The Council has an ambitious programme of improvements and enhancements which totalled **£17.93m** in 2016/17. The Housing Revenue Account is a ring-fenced budget of **£15.3m** predominantly funded through rents in support of the

Council's function as a landlord of 3,868 properties.

Although Central Government funding is rapidly declining – down **38%** this year on top of a 33% cut in 2015/16 – through robust and resilient accounting, the Council is well placed to deliver on its forward vision, strategic objectives and corporate priorities through inclusive, active partnerships, pioneering initiatives and investing in growth.



Police & Crime Commissioner:	12.7%
Lincolnshire County Council:	72.6%
Parish & Town Councils:	5.1%
North Kesteven DC:	9.6%

How your Council Tax payments are shared out. Parish share is averaged.

Your local councils and their responsibilities

In North Kesteven, services are provided by different councils: County, District and Town or Parish. Each has its own level of statutory and discretionary responsibilities, for which a Council Tax charge is set. This handy pullout guide will show you who does what with your money and who to speak to about any issues that may arise.

Parish and Town Councils

Most parts of the District fall within a Parish or Town Council, but some smaller areas, don't.

Such a council will incur costs varying from a few hundred to many thousands of pounds according to the range of services and operations they undertake. The Council Tax charge varies greatly for this, but on average accounts for around 5% of the overall Council Tax charge. This list includes services which can be – but don't have to be – delivered by any Parish and Town Council.

- | | | |
|--|---|--|
| <ul style="list-style-type: none">▪ Allotments▪ Burial Grounds▪ Bus shelters & Clocks▪ Community centres, village halls and public buildings.▪ Footpaths & drainage▪ General spending – ability to spend a limited amount on anything of benefit to the community that is not covered by other responsibilities.▪ Highways – lighting, parking places, traffic signs and other notices, tree planting and | <ul style="list-style-type: none">▪ Land – acquisition and sale.▪ Litter – litter and dog bins.▪ Planning – parish councils must be notified of, and may comment on planning applications for the area. They can also draw up Neighbourhood Plans.▪ Telecommunication – power to pay a subsidy to provide local services.▪ Public toilets▪ Recreation – provide open | <ul style="list-style-type: none">▪ verge maintenance.▪ space, gardens, walkways, village greens, playing fields and holiday camps.▪ Rights of way – footpath and bridleway maintenance.▪ Seats & signs▪ Tourism – cash contribution to a local tourist organisation.▪ Traffic calming▪ War memorials▪ Water supply – power to use stream, well or spring water and provide facilities for general use. |
|--|---|--|

To contact your parish council, visit www.n-kesteven.gov.uk and search for 'Parish and Town Councils'

North Kesteven District Council

North Kesteven District Council operates across 365 square miles, delivering more locally-based services to 111,876 people in 50,255 households. For the services, outlined here, on average people pay £2.56 a week. The Band D charge is £154.80 for the year, around 9% of the total bill.

- | | | |
|---|--|--|
| <ul style="list-style-type: none">▪ Accessible services – Ensuring fair, easy and equitable access to services: online, at District-wide offices and through formats suited to sight, hearing and language needs.▪ Administration – Billing and collecting fees and charges.▪ Arts and culture – Offering a range of arts and cultural outreach and centres.▪ Benefits – Advice, admin and payment of various benefits.▪ Building Control – Dealing with dangerous structures and regulation compliance. | <ul style="list-style-type: none">▪ Car parking – In Sleaford and at Whisby Nature Park.▪ Community safety – CCTV operation and dealing with anti-social behaviour and community safety concerns.▪ Conservation – Heritage assets and tree protection.▪ Countryside access – Includes maintenance of 140 miles of Stepping Out Walks.▪ Economic regeneration – Wide ranging services to create jobs, stimulate inward investment, promote growth and attract funding.▪ Elections – Registration and | <ul style="list-style-type: none">▪ operation of all elections.▪ Environmental health – Inspecting and enforcing on food safety, water quality, and workplace Health & Safety.▪ Environmental protection – Includes air quality, stray dogs, fly-tipping, abandoned vehicles, graffiti removal and noise complaints.▪ FundNK – Grants available for community projects.▪ Grass cutting – In council-owned areas only.▪ Health trainers – Dedicated health trainer encouraging healthier lifestyles. |
|---|--|--|

- **Housing** – Providing nearly 4,000 of its own homes, ensuring private rentals are fit to live in; promoting re-use of empty homes for use, homelessness support and many other services.
- **Land charges** – Maintaining an accurate register of charges and conditions affecting land and property.
- **Leisure** – Operation of two leisure centres and outreach.
- **Licensing** – Ensuring compliance of pubs, clubs, taxis, animal breeders, kennels, venues, etc.
- **Money advice** – Supporting people with budgeting and debt management.
- **Neighbourhood Planning** – Supporting communities who want to shape the future of their local areas.
- **Older people** – Recreational services such as the Vitality programme, health walks, senior swim sessions and specific art events.
- **Planning** – Consultation and consideration of planning applications, a fully accessible, searchable and open website of all planning documentation, and long-term planning strategy.
- **Safeguarding** – Duties for safeguarding children and vulnerable adults against neglect and abuse.
- **Strategic Partnerships** – Working with public, private, voluntary and community organisations to pool resources in tackling identified local challenges.
- **Street scene** – Emptying litter and dog bins, except in Sleaford or on private land, street cleaning, street naming and signage.
- **Sustainability** – advice and support to cut carbon, energy use and energy cost.
- **Tourism** – Operation of visitor attractions and direct support for tourism businesses and accommodation providers.
- **Trees and hedges** – Managing NKDC-owned trees, protected trees and advising on planning.
- **Waste collection** – Operation of an alternate weekly collection for refuse, recycling and paid for garden waste service.
- **Witham Valley Country Park** – Leading a project of joined-up of green spaces as a recreational hub for locals and tourists.
- **Working with others** – Promoting community and strategic partnership to achieve more together.
- **Young people** – promoting demographic engagement and hearing young people's voices through YouthNK.

To contact the Council or your local District Councillor, visit www.n-kesteven.gov.uk/councillors or call the Council on **01529 414155**.

Lincolnshire County Council

Lincolnshire County Council serves the whole of Lincolnshire. At Band D the Council Tax charge is £1,173.42 for the coming year, accounting for more than 70% of the overall charge.

- **Education** – The county council retains oversight of standards, diversity, careers guidance and parental choice.
- **Children's services** – Social care, school transport, free school meals, fostering and adoption, and young carers.
- **Protecting vulnerable adults** – Looking after a growing population of elderly residents and others in need of support. Also administration of Blue Badges and assistance with residential and respite care.
- **Public health** – Protecting against disease and helping achieve healthier lifestyles.
- **Roads & transport** – Maintaining the network of roads, cycleways, footpaths and rights of way; winter gritting; community transport initiatives; determining speed limits and traffic regulation.
- **Economic regeneration** – Along with district councils, working to encourage investment, prosperity and job creation.. Plus some tourism and heritage sites.
- **Libraries** – Following partial transfer to community groups, running the main branches and enhanced mobile and online services.
- **Waste management** – Disposing of the waste district councils collect and running household waste recycling centres.
- **Community safety** – Fire & Rescue; Trading Standards; Also key role on emergency planning and flooding.
- **Other services** - Includes registration services, street lighting, county archives, bus pass administration, planning of minerals extraction.

To contact the Council or your County Councillor, call on **01522 552222** or visit www.lincolnshire.gov.uk

Our Communities

'Our Communities' is a Priority which covers a broad spectrum of services; principally those which are most-public facing and the first ones to be thought of in relation to a council – such as refuse collection, recycling, street cleaning.

Service areas include waste and recycling, strategic partnerships, health, wellbeing, community safety, licensing, environmental health and building control, support of community initiatives, leisure, arts and cultural services and support for the rollout of better Broadband

As a proportion of net General Fund spend, it accounts for more than half: **£6,621,000** in 2016-17.

For the year ahead key activities are to:

- Procure further improved contracts for leisure, arts and culture to further boost our already strong performance;
- Support delivery of at least five more Neighbourhood Plans; and
- To continue the implementation and development of key strategies for older people, welfare reform and child poverty.

Through such targeted action the Council maintains its reputation as:

- A Flourishing District;
- A vibrant destination;
- A clean and attractive District;
- The safest local authority in England;
- Improved health and wellbeing within all of its communities; and
- Reduced inequality, deprivation and social and digital isolation.

Supportive NK

688 homelessness cases prevented through NKDC's preventative actions and advice.

1,002 people supported through life changes by the NK Wellbeing service in 2016/17; **96%** assessed within five days. Total of **3,195** people supported over three years.

Promotion of anti-bullying, confidence-building messages among young people through an innovative YouthNK-led project.

Continued financial contribution to Citizens Advice in recognition of their life-changing work.

100s of people touched by wide ranging initiatives in support of social inclusion pioneered through the PartnershipNK collaboration, such as Branching Out and Guidelines to Art.

Attractive, clean and sustainable NK

3,410,840 wheeled bins collected across NK in 2016/17.

4,208 bulky waste collections dealt with: **95%** within five working days.

30 vehicles, driving **617,222** km and using **293,956.5** litres of fuel; **£492,000** invested in three new vehicles this year.

Also clearing **928** litter and dog bins weekly.

814 km of streets swept; **76%** of residents rate footpaths and kerbs as clean or very clean.

In total during 2016/17 the Council responded to **1,086** reports of fly-tipping.

17 of these got as far as court action, resulting in 31 successful convictions.

Proactive investigation and enforcement of fly-tipping; with one enforcement action for every 2.6 fly tip incidents.

NK is the most proactive of all Lincolnshire councils for pursuing prosecutions; responsible for **80%** of all Lincolnshire fly-tip prosecutions.

60% of residents were positive about the standard of verge cleanliness.

40% cut in the Council's carbon outputs – four years ahead of target.



To promote the sustainability, wellbeing, safety and health of North Kesteven's evolving communities

Healthy, fit and vibrant NK

£7m investment in upgraded leisure facilities in Sleaford and North Hykeham; driving increased use and participation.

62% rise in use at Sleaford Leisure Centre over the years after re-opening and **29%** at ONE NK. Satisfaction at Sleaford doubled to **92%**.

38% of adults participate in sport regularly – the highest rate in Lincolnshire.

1st interactive water flume in the UK, which takes photos, included in ONE NK's new look.

712,991 visitors to NK's indoor sports and leisure facilities – **60%** of them using ONE NK.

384,767 visitors to NK's cultural venues and arts programme.

Record use of Whisby Natural World Centre – **236,843** visitors in 2016/17 – following **£407,000** spend on facilities and play spaces.

Sole district council and **one** of only four local authorities hand-picked to help shape Public Health England's pilot project on tackling obesity.

230 people helped by the NK Health Trainer – the only remaining Health Trainer in the county; Almost **1,500** people helped to find healthier lifestyles over nine years.

Promoting Witham Valley Country Park, a network of **11** distinct open spaces for nature, sport and recreation on the edge of Lincoln.

Maintaining a **140** mile network of walking routes across **19** self-guided Stepping Out walks; operating annual Spires & Steeples marathon running and walking challenge and **18** Social Strollers health walks.

Sponsor of new professional and amateur cycle races and routes to inspire local participation.

Safe and inclusive NK

4th consecutive year as the safest place in the country – with the lowest levels of crime by population size.

Active in promoting and upholding community safety; **90%** of residents feel as safe or safer than a year ago.

Lincolnshire's lowest levels of anti-social behavior and very low re-offending rate.

98% of businesses rated 3 or above for food hygiene compliance; 80% with the top rating and **94%** in top two grades.

Rated **8th** in the country for ensuring businesses comply with the highest standards.

203 taxi and private hire vehicles and **225** drivers licensed. Also licensed **1,383** people to sell alcohol, **391** premises and **275** Temporary Event Notices.

Building Control carried out **4,313** inspections within six hours of a request and oversaw standards on **787** building projects, **228** of them new homes;

64 Fire Risk Assessments carried out for the Council and private sector.

183 stray dogs found; **10** industrial processes regulated; **90** samples taken to assess safe drinking and bathing water.

Community NK

21 communities being supported with Neighborhood Plans, **three** more already formally adopted.

Advising and supporting communities on wide-ranging implications of the Localism Act.

550+ Veterans' Badges presented over past decade under a strong emphasis in

support of Armed Forces Day.

£120,000 administered through the Sleaford Renewable Energy Plant Liaison Panel for the use of projects in Sleaford and Kirkby la Thorpe.

Grant funding available to support community ventures up to **£2,500**.

Our Homes

'Our Homes' is a Priority which covers a range of responsibilities in respect of increased and improved housing provision. Aside from the Council's own housing stock, which it invests heavily in expanding and enhancing, and the new Lafford Homes company set up to boost the local private rental market, this Priority is mainly concerned with supporting, enabling and

It covers strategic housing needs, enabling social housing providers, enforcing standards for private rental, facilitating the return of empty homes back to use, negotiating the provision of affordable housing and reviewing and developing national and local policies relating to housing. Creation, delivery and monitoring of the Central Lincolnshire Local Plan falls within this area too.

Service areas include development management, housing strategy, the Safe as Houses project to drive up standards in the private rental market and the Council's landlord and property functions.

Spending on the provision of Council Housing is managed under a separate fund, the Housing Revenue Account. As such the net General Fund spend, is relatively low, at **£500,000** in 2016-17.

For the year ahead key activities are to:

- Begin construction of at least 60 new Council properties;
- Progress the beginning of development at key sites including Sleaford South and Witham St Hughs;
- Bring at least 20 more empty homes back into use; and
- Through Lafford Homes acquire or start construction on at least 30 properties to be available for Market Rent.

Through such targeted action the Council:

- Maintains continual improvement in housing quality and services across all tenures;
- Improves the housing mix;
- Increases the number of affordable homes and reduces numbers of empty homes; and
- Ensures sustainable housing growth coupled with infrastructure development.



Increase the supply of housing in NK

To increase housing supply locally, North Kesteven District Council actively works in various ways:

- Giving planning approval of appropriate developments: **467** new homes built in 2016/17.
- Enabling housing association partners: **99** affordable homes for rent or shared ownership delivered in 2016/17.
- Building its own council houses: **200** built since 2010 across 24 sites at a cost of **£20m**. 39 built in 2016/17 with more planned and underway.
- Directly building and improving private rental housing through new Lafford Homes company: on site with **27** flats at North Hykeham.
- Promoting the re-use of empty houses, actively bringing **100+** back into use over five years; 21 in 2016/17.



To promote housing growth that meets the current and emerging needs of North Kesteven

Maintain and improve housing in NK

Operates **3,868** council houses, all built or kept to higher, tenant-led standards than national requirements.

Investing record sums in new and improved social housing; **£30.7m** over next two years including **£8.9m** in biggest-ever project on **81** homes at Newfield Road, Sleaford.



Country's best at increasing Council House numbers, building almost **two** for every **one** lost through Right to Buy.

Built Lincolnshire's **cheapest** to live in council houses, two super-energy-efficient Passivhauses in Heckington – achieving 50% energy savings, and the country's first straw bale council homes.

Safe as Houses scheme promotes warmer, healthier homes and improves living standards for private tenants; **190** cases handled, **99** inspections undertaken; **31** interventions carried out to remove critical hazards.

Five privately rented houses shut down and two landlords prosecuted.

Provide quality housing services across NK

98.25% of all new homes in the District achieve the highest A-C energy ratings.



Across the Council's own 3,868 homes, **95%** meet the higher benchmark of the NK Homes Standard.

99% of tenants satisfied with their repairs.

All **2,639** Council properties requiring a gas safety certificate have one.

100% satisfaction with the 66 Disability Facilities Grants awarded in 2016/17; a fund boosted by **£100,000** of the Council's own investment.

Deliver the Local Plan



Working in partnership with Lincoln City, West Lindsey and Lincolnshire County councils to develop and adopt a 25 year planning vision for Central Lincolnshire.

Overall plan to deliver by 2036, **36,960** new homes, 138 hectares of land to support **11,894** new jobs and associated roads, schools, healthcare etc over the three areas – a total of 820 square miles.

NK is critical to this success, accommodating over **50%** of this growth including around **4,400** new homes in Sleaford and approximately 8,500 close to Lincoln.

Appropriate scale developments will support the sustainability of many villages too.

Around half of the employment allocations are within North Kesteven, bringing a further jobs and prosperity boost.

Target for **47%** of new homes to be 'affordable' to rent or buy.

Our Economy

'Our Economy' is a Priority which is primarily concerned with growing a more resilient, vibrant and balanced high-wage economy by supporting all enterprises, of all sizes, to

prosper, flourish, invest, grow and relocate within the District.

This includes the operation of 102 managed workshop units to help emerging and fledgling businesses, facilitating inward investment, engaging with growing businesses to understand and respond to their needs and enhancing the trading conditions for all, especially tourism providers and shops in Sleaford.

Service areas include development management, economic development, tourism and the administration of business rates. As a share of net General Fund spend, it accounts for around a tenth: **£1,153,000** in 2016-17.

For the year ahead key activities are to:

- Further develop the Teal Park/ LN6 employment locations within North Hykeham;
- Work with partners to drive forward regeneration projects in Sleaford and North Hykeham; and
- Manage the opportunities and challenges arising from Brexit.

Through such targeted action the Council:

- Increases levels of inward investment;
- Increases entrepreneurial activity;
- Grows a more balanced higher-wage economy; and
- Actively promotes NK's regeneration as an attractive location for residents, businesses and visitors.

Support business growth and jobs in NK

186 jobs created in 2016/17 as result of Council intervention and **298** safeguarded.

Supported delivery of **3.57** hectares more employment land for new jobs opportunities; plus **8,919** sq m of business space.

132 businesses, large and small, provided with bespoke advice and support to encourage growth.

50 fastest growing employers closely engaged; fostering new investment opportunities; working to improve retail potential for Sleaford traders and offering free advice.

102 business units operated across the District on nine sites in support of small and growing enterprises, sustaining **180** jobs; **97%** occupancy and seven more being built.

Small start-ups nurtured via a new pop-up shop initiative.

90% of the **4,270** enterprises in North Kesteven are classed as micro enterprises, with nine or fewer employees. All are eligible for the Council's professional business advice and support.

Unemployment locally is around **4%** and only 1% of NK residents claim out-of-work benefits.

NKDC operates a range of visitor attractions to draw visitors and support businesses.

2.3m annual visitors to North Kesteven contribute **£120m** to the local economy and support more than **2,000** jobs – a 4% rise in numbers visiting, spending 3.3% more.

Aviation heritage is a unique draw locally, championed through the Council's operation of the Cranwell Museum and support for the International Bomber Command Centre.

Working with a Heritage Lottery grant to rescue and refurbish the unique Mrs Smith's Cottage and maximise its visitor appeal.

To promote the economic and employment growth of North Kesteven

Our Environment

A proposed new Priority

Drive investment in NK including transport routes

£30,000 into the Castle Line rail partnership generated a **70%** increase in passengers at Hykeham station, 13 extra weekday stopping trains and additional weekend services.

More parking and improvements at Hykeham and Swinderby stations.

New investment in **10** large scale regeneration projects – Sleaford Growth Project, International Bomber Command Centre, Mrs Smith's Cottage, car parks, leisure upgrades etc.

Secured **£2m** for highways and

infrastructure enhancements in Sleaford to unlock housing and employment sites.

Commissioned a study into the potential of pedestrianisation and traffic flow in Sleaford in support of enhanced town centre trade.

Promoted and supported extension of the Lincoln Hire Bikes into North Hykeham, Whisby and Skellingthorpe.

£150,000 invested into partnership to fund up to **£600,000** of improvements to Sleaford's historic shopfronts.

Regenerate NK

2m GLLEP investment for highway improvements in support of Sleaford's growth.

£2m secured through S106 for further infrastructure developments District-wide.

Active in bringing forward regeneration opportunities for Sleaford and North Hykeham, which is home to **40%** of Lincolnshire's growth potential.

Poised for **50%** of Central Lincolnshire's economic growth up to 2036 – **6,000** new jobs. LN6 area already has **28%** of the District's whole employment.

Attracted **£165m** pioneering straw bale power station at Sleaford, sustaining **80** jobs, **£6m** in annual

supply contacts and **£2.5m** of community benefit.

Invested **£2m** in 19 business units at Teal Park, with potential to assist **85** businesses and create **280** jobs over 25 years;

Providing for seven more units in **£4.2m** new Depot scheme.

Invested **£605,000** into a **£48m** countywide partnership to rollout Broadband improvements for **20,000+** homes and businesses locally .



'Our Environment' is under consideration as a new Priority, which could draw on the other Priorities to give stronger focus and targeted action on the themes of place, heritage, sustainability and climate.

This fifth priority is open for people to help shape, in what it covers and how it is focused.

Suggested aspirations are to:

- Protect and improve the natural and built environment of Our Places;
- Conserve and promote Our Heritage;
- Reduce carbon emissions to improve Our Sustainability;
- Reduce carbon emissions from operations and service delivery as a commitment to Our Climate.

Service areas informing this would include sustainability, conservation and listed buildings, waste and recycling and council-wide contributions to reduced carbon outputs.

Targeted action in this way would lead to:

- An improved and protected natural environment;
- Increased recognition of, and participation in, the District's heritage;
- Increased adoption of sustainable measures and resilience to climate change for the Council, residents and businesses; and
- Development of sustainable communities.

Tell us your thoughts at:
NKPlan@n-kesteven.gov.uk



districtnk

North Kesteven District Council

Contact your Councillor

This guide to North Kesteven's 43 Elected Members should help you to identify which Councillor you should contact on any matter relating to any particular area within North Kesteven. A list of these can be found on the Corporate Website www.n-kesteven.gov.uk or by using the direct link below.

Ward (Correct as of July 2017)	Member
Ashby De La Launde and Cranwell	Cllr Steve Clegg Cllr Dan Gray
Bassingham and Brant Broughton	Cllr Mrs Sue Howe Cllr Mrs Pat Woodman MBE
Billinghay, Martin and North Kyme	Cllr Ms Susanna Matthan Cllr Mrs Gill Ogden
Bracebridge Heath and Waddington East	Cllr Peter Burley Cllr Lindsey Cawrey Cllr Mike Gallagher
Branston	Cllr Ray Cucksey Cllr Peter Lundgren
Cliff Villages	Cllr Cathrine Mills Cllr Mrs Marianne Overton MBE
Eagle, Swinderby and Witham St Hughs	Cllr Mrs Sally Appleby Cllr Mrs Barbara Wells MBE
Heckington Rural	Cllr Stewart Ogden Cllr Mrs Sally Tarry Cllr Edward Herring
Heighington and Washingborough	Cllr Ian Carrington Cllr Ron Oxby
Kirby La Thorpe and South Kyme	Cllr Mrs Julia Harrison
Leasingham and Rauceby	Cllr Mrs Susan Waring
Metheringham	Cllr Rob Kendrick Cllr John Money
North Hykeham Forum	Cllr Mrs Kay Barrett
North Hykeham Memorial	Cllr Wallace Lee
North Hykeham Mill	Cllr Ms Andrea Clarke Cllr Mike Clarke
North Hykeham Moor	Cllr Mrs Pam Whittaker
North Hykeham Witham	Cllr Ross Little
Osournby	Cllr Kate Cook
Ruskington	Cllr Terry Boston Cllr Richard Wright
Skellingthorpe	Cllr Chris Goldson Cllr Mrs Shirley Pannell
Sleaford Castle	Cllr Keith Dolby
Sleaford Holdingham	Cllr Grenville Jackson
Sleaford Navigation	Cllr David Suiter
Sleaford Quarrington and Mareham	Cllr Tim Conning Cllr Geoffrey Hazelwood Cllr Mrk Suffield
Sleaford Westholme	Cllr Steve Fields
Waddington West	Cllr Lance Pennell

Executive Board

The six Members who make up the Executive Board - Councillors Burley, Cawrey, Cucksey, Howe, Money and Wright - all have areas of special interest spread across the Council's services.



**Cllr
Peter
Burley**



**Cllr
Lindsey
Cawrey**



**Cllr
Ray
Cucksey**



**Cllr
Mrs Sue
Howe**



**Cllr
John
Money**



**Cllr
Richard
Wright**

www.n-kesteven.gov.uk/councillors