



**HAMBLETON**

DISTRICT COUNCIL

# Our Plan

2019-23

Updated 2021

a place to  
*grow*



# Welcome

Welcome to our Council Plan, this is an extremely ambitious plan for the next two years, its purpose is to crystallise the council's vision that Hambleton is a "place to grow". These are challenging times for everyone, particularly as we begin to recover from the impact of COVID.

In June 2020 the Government announced that as part of a devolution deal for York and North Yorkshire it would require the current two tier structure of local government in North Yorkshire to cease and be replaced with a unitary structure. Hambleton is currently fully engaged in that process and is committed to securing the best possible future for the residents and businesses of Hambleton whilst maintaining a focus on delivering the best possible services despite the distraction and uncertainty caused by Local Government Reorganisation.

Hambleton is a vibrant and prosperous district with an enviable quality of life. We will continue to focus on issues which are most important to our local communities and businesses. We have clear priorities that build on the successes of the past few years, in a resolute, incremental and thoughtful way. We are committed to delivering high quality services to our residents at the lowest cost possible.

With an ever-changing funding environment for councils, we are determined to secure our own financial future and to safeguard the key services local people tell us are essential. To do this we are supplementing our existing prudent approach to financial management with a healthy appetite to investment in new development projects that not only deliver new and exciting services to Hambleton residents and businesses but also deliver a financial return to the Council.

Over the past decade we have worked hard to keep our council tax low and we are proud to have the third lowest council tax in the country, and the lowest in North Yorkshire. The council tax we collect from you also contributes to the combined cost of North Yorkshire County Council, Town or Parish Councils, Police and Fire Services. Although we are the collecting authority, Hambleton District Council only keeps 6% of the total collected. In 2021/22 we froze Council Tax for our services in recognition of the financial effect of the COVID pandemic on many of our residents.

We have clear priorities for the next two years:

- driving economic vitality,
- enhancing health and wellbeing,
- caring for the environment,
- providing a special place to live,

and we are determined through hard work, collaboration with partners, leadership and influence to ensure that Hambleton is a place to grow.



**Councillor Mark Robson**  
Leader of Hambleton  
District Council



**Dr Justin Ives**  
Chief Executive

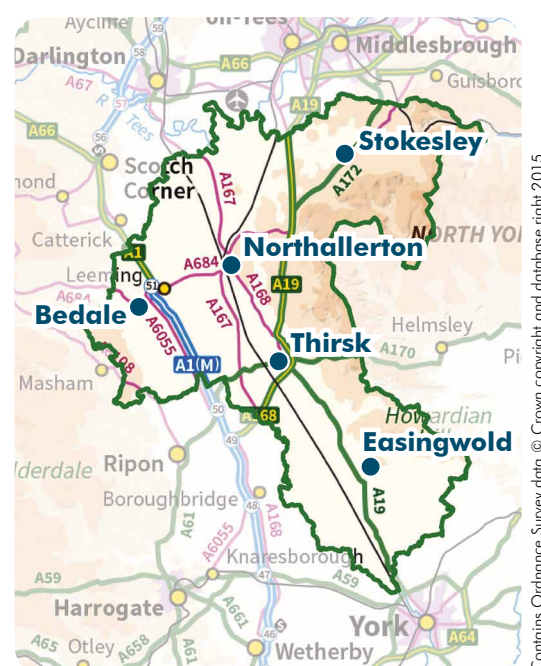
# Introduction

## About Hambleton a place to *grow*

Located within the picturesque Vale of York, Hambleton is the second largest district in North Yorkshire. With many residents living in outlying villages, Hambleton is a largely rural district with a quarter of its population living in the five historic market towns of Bedale, Easingwold, Northallerton, Stokesley and Thirsk.

The local area is well known for its stunning landscape, with the Hambleton Hills, between Helmsley and Sutton Bank, and the Howardian Hills Area of Outstanding Natural Beauty. Population levels have risen steadily over the past decade as more people choose to make the district their home. People are healthier and live longer than the national average and levels of deprivation, though present, are generally low.

Local shopping, recreation and sports facilities are very good and there is a strong sense of community. Added to this, exceptional business and transport links mean the district is a popular location for new and existing businesses of many types, from local enterprises to global companies. Hambleton is a place to grow.



## The district council

Hambleton District Council provides high-quality services for local people, businesses and visitors. In common with other district councils, these include many essential day-to-day services as well as those contributing to a good quality of life for residents and a pleasant environment:

- refuse and recycling collection
- street cleaning
- supporting businesses
- planning
- car parking
- market town investment
- environmental health
- housing
- sports and leisure services
- economic development
- housing benefits

The council operates a cabinet structure with 28 elected councillors representing 17 wards. Elections are held every four years. Cabinet comprises the Leader, Deputy Leader (who leads on economic development and finance) and portfolio holders for the key areas of leisure; environmental health; waste and recycling; governance; planning and finally transformation and projects.



# Our Purpose

Hambleton District Council exists to serve its communities and to ensure Hambleton continues to be an attractive and vibrant place to live, work, visit and invest.

We deliver our purpose in three ways:

## Community Leadership

Community leadership is at the core of our purpose. Our 28 councillors make a unique contribution as Community Leaders, engaging directly with their communities in Hambleton's 17 wards. Their local knowledge, combined with other insights gained from our Customer Services, and directly from residents and businesses, is helping us become more responsive to local need and to reconfigure and evolve our services accordingly.

Community leadership supports us to start, stop or alter what we are doing and to deliver 'more for less'. It encourages us to be locally responsive and to develop new forms of service delivery and accountability in partnership with residents and others.

## Place Shaping

Place shaping is an essential part of what we do. Hambleton's rural setting with our vibrant market towns, excellent transport links and strong visitor offer all contribute to an already established sense of place. Building on this strong identity includes recognising and promoting what is distinctive about Hambleton.

Sustainability, innovation and customer service are at the heart of our approach and working with partners we use our influence and shared resources to promote the general well-being of Hambleton, its villages and market towns. For a district of our size, we have an ambitious and already well-established portfolio of place shaping development projects.

## Delivering Services

We pride ourselves on delivering high-quality services at the lowest cost possible. We are committed to ensuring our services reflect the needs of our different communities and that they are responsive and easily accessed.

A priority across all our services is to protect the district's heritage and high quality environment, with investment in services that work for local people today as well as planning for the future.



# Delivering Hambleton Services through Covid-19

Hambleton District Council has worked to provide support to businesses and residents through the administration of government grants, providing guidance on operating businesses Covid Safely and providing materials to support safe reopening following the easing of lockdown restrictions.

We produced a Covid 19 Economic Response and Recovery Plan which supported a local response to protecting jobs and businesses. The plan delivered tangible, operational support to support businesses at the frontline. The plan covered immediate response, relief and support in the first 12 months and the later phase supported economic recovery and developing resilience in the following 12 months. The Hambleton Covid 19 Economic Response and Recovery Plan is a living document that is regularly reviewed and updated to reflect the latest position.

We can only do this in partnership, working closely with our residents, partners, and businesses.

## We have supported Hambleton businesses through this time with...

- £50,507,785 up to 31 May 2021 of Government Business Support Grants payments made to 9,912 businesses
- £29,245,000 of this was paid out to Small Business as well as Retail, Hospitality and Leisure businesses
- the Environmental Health Service responding to over 1,100 requests for advice from business and complaints from members of the public and investigating 25 outbreaks/clusters of Covid
- the development of a tourism plan and launching #DiscoverHambleton campaign to encourage residents and visitors to visit the market towns safely, ready for post lockdown
- a Digital High Street pilot approved at cabinet to support businesses develop a digital presence and adapt to changes in consumer habits
- 12 bespoke workshops to support retail businesses including 1:1 support
- plans to enhance the market towns that are attractive and ready for the next generation.



## We have supported Hambleton residents through this time with...

- £405,239 paid out for Covid-19 Council Tax hardship fund (working age)
- £83,500 paid out in Test and Trace self-isolation support payments
- 67,872 phone calls received by Customer Services during 20/21 and the provision of more self-serve options for customers
- partnership working to ensure High Streets areas were re-opened safely for residents and visitors to enjoy
- increased support from the Housing Options Team - 43% increase in approaches for support and 110% increase in placements in temporary accommodation.
- £32.7k paid out in community response grants, including £25k towards food banks
- 2,500 welfare checks undertaken for people who were shielding and/or clinically extremely vulnerable and helping those who needed support.



# 2020/21 Progress

*project*  
North Northallerton  
Bridge and Road

*progress*  
Embankments formed,  
bridge to be completed  
January 2022

*project*  
Thirsk and Sowerby  
Leisure Centre

*progress*  
Improvement works  
started February 21. To  
complete September  
2021.

*project*  
Crematorium  
Project

*progress*  
Under construction, to be  
completed January 2022

*project*  
Local  
Plan

*progress*  
Examination ongoing  
adoption anticipated in  
December 2021

*project*  
Dalton Utilities  
Improvement

*progress*  
Improved  
infrastructure is on  
its way

*project*  
Treadmills

*progress*  
Phases one and two are complete,  
work on cinema to commence late  
summer 2021

*project*  
Climate Change

*progress*  
Implemented a climate change  
strategy and action plan. Started  
work on a green homes initiative

*project*  
Community  
Leisure Facilities  
Improvement

*progress*  
Stokesley Leisure Centre  
refurb completed.  
Bedale Leisure Centre  
feasibility approved

*project*  
Vibrant Market Towns

*progress*  
Our funding  
applications have  
been agreed

*project*  
"Best in Class"  
Planning Service

*progress*  
New Chief Planning  
Officer delivering  
improvements

*project*  
Car Parks and Electric  
Charging Points

*progress*  
Improved car parks  
completed. Electric vehicle  
charging points - continued  
roll-out of programme

*project*  
Northallerton Sports  
Village

*progress*  
Secured £0.5  
million European  
funding

*project*  
Lambert Hospital

*progress*  
Transferred  
with a grant to  
Herriot Hospice

*project*  
Sowerby  
Sports Village

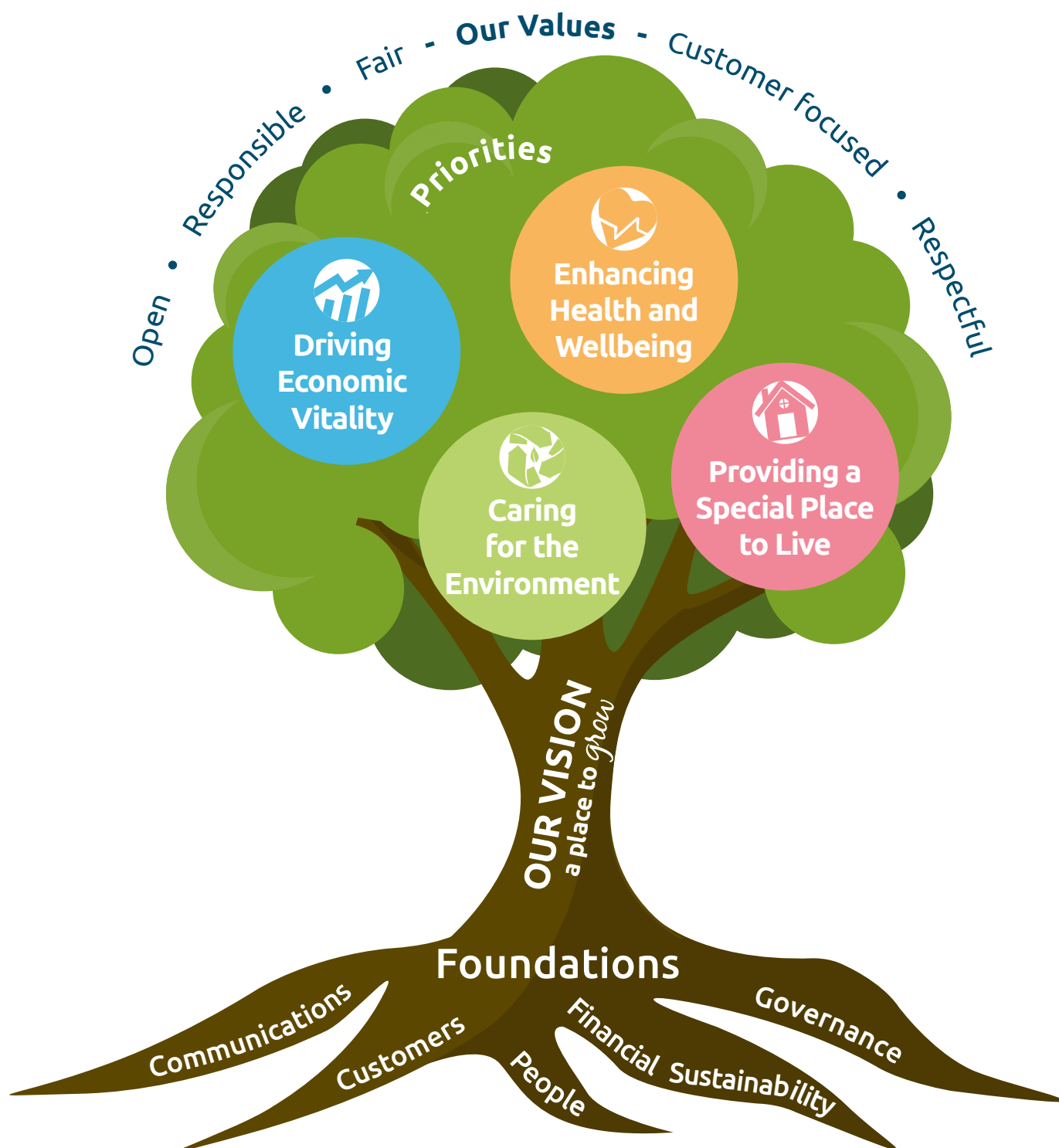
*progress*  
Facilities open to  
general public

*project*  
Fly-tipping and  
Littering Improvements

*progress*  
Launched community engagement littering  
project, actively supported 20 litter groups.



# Our Vision, Values and Priorities



# Our Values

Our values underpin everything we do: how we work, how we set our priorities, how we do things, how we hold ourselves accountable. The people of Hambleton demand high standards from us and we demand them of ourselves.

## Open

We are honest and transparent in what we do and how we work. We act with integrity. We aim to provide timely and accurate information. We welcome change and have a healthy attitude to risk.

## Responsible

We place high regard on being accountable for our actions both as individuals and as an organisation. We are financially prudent. We measure our performance.

## Customer Focused

We put Hambleton residents, businesses and visitors at the heart of how we work. We set ourselves high standards and we are committed to being responsive and effective.

## Fair

We strive to be fair to all on an equal basis and value everyone's contribution.

## Respectful

We are inclusive, listen and consider others. We value everyone.





# Our Priorities

## Hambleton a place to *grow*

Our four key priorities will ensure Hambleton continues to offer an enviable quality of life now and for future generations.



Driving Economic Vitality

Enhancing Health and Wellbeing



Caring for the Environment

Providing a Special Place to Live



# Our Priorities



## Driving Economic Vitality

We want Hambleton to continue to attract and keep, good and stable employers, encourage new businesses and generate commercial opportunities. We will build on our excellent reputation as an easy place to do business through our responsive business support service. Providing advice on grants, premises, funding and planning. We will promote opportunities for companies to network and forge links with other businesses.

During 2021/22 we aim to:

- Facilitate 30 young people into local small businesses by April 2022 through apprenticeships and the graduate scheme
- Support £250,000 of new funding to support business investment in Hambleton
- Increase footfall across Hambleton's market towns by 5%
- Achieve a level of business rate collection of 97%
- Achieve a level of council tax collection of 96%
- Increase the number of major planning applications determined within 13 weeks to 80%
- Increase the number of minor planning applications determined within 8 weeks to 85%

Where businesses *grow* their reach, from local to global

Where creativity *grows*

Where ideas *grow* into reality

Where ambitions *grow*

Where market towns *grow* and flourish

### KEY PROJECTS

Discover Hambleton

Covid-19 Economic Response & Recovery Plan

Hambleton Education and Skills Programme

Northallerton Bridge and Road Development

Treadmills - Phase 2 and 3

Future High Street Fund Northallerton



# Our Priorities



## Enhancing Health and Wellbeing

We are proud to run and support high-quality leisure facilities, leisure and cultural events and sporting activities. With a growing population in Hambleton and an increasing number of visitors, participation in inclusive physical activity remains a priority for us. Our extensive grants programme facilitates a wide range of community improvements while the council's ZEST leisure centres offer well-resourced health and fitness facilities and inclusive activity programmes, with state-of-the-art equipment and appealing activity programmes.

During 2021/22 we aim to:

- Achieve health and fitness membership base of 2,500
- Achieve 'Learn2 Swim' membership base of 2,000
- Successfully allocate 100% (£364k) of community grants
- Complete 100% (109) of high/medium risk food premises inspections
- Complete 100% (32) of private water supply risk assessments

Where communities *grow* and flourish

Where people *grow* ideas

Where families *grow*

Where creativity *grows*

### KEY PROJECTS

Community Leisure Facilities Improvements - Bedale, Northallerton and Stokesley

Northallerton Sports Village

Sowerby Sports Village

Thirsk & Sowerby Leisure Centre Improvements

Community Assets Enhancement

# Our Priorities



## Caring for the Environment

The environment is a top priority for us and our residents and we are working on ways to reduce the impact of climate change. We have published an ambitious Climate Change Strategy and Action Plan and aim to be carbon neutral by 2034. We encourage sustainability and work hard to reduce our own environmental impact. We are rigorous in our efforts to maintain high-quality waste and recycling collections. We will continue to support communities with their neighbourhood litter picks and take strong action on fly tipping and littering. We will promote renewable energy and install electric charging points. By installing improved energy efficient lighting, we will continue to improve our energy efficiency and reduce our CO<sup>2</sup> emissions.

During 2021/22 we aim to:

- Maintain a recycling rate of 50%
- Monitor the effectiveness of the fly tipping and littering enforcement policy
- Facilitate 52 community litter picks
- Significantly reduce carbon emissions at leisure centres.

Where communities *grow* and flourish

Where market towns *grow* and flourish

Where sense of place *grows*

### KEY PROJECTS

Implementing the Climate Change Action Plan

Hambleton Decarbonisation Scheme

Crematorium

Electric Vehicle Charging Points

Decarbonisation of the Leisure Centres



# Our Priorities



## Providing a Special Place to Live

Hambleton is growing and we are working hard to ensure we have high quality housing available throughout the district. Across our five market towns and villages, we are committed to ensuring a minimum five year supply of deliverable housing sites. Local people's views have shaped the new Hambleton Local Plan and will continue to be at the heart of how communities develop. We want Hambleton to continue to be an attractive, prosperous and safe place to live with our highly effective Safer Hambleton Hub and market town CCTV provision. We are committed to supporting people to lead independent lives and ensuring housing is available for all. We will provide practical support to residents to prevent homelessness, including financial support.

During 2021/22 we aim to:

- Maintain a minimum five year supply of deliverable housing sites
- Adopt the new Local Plan
- Deliver an additional 315 new homes
- Ensure 100% of homelessness decisions are made on time
- Ensure at least 85% of funds allocated for disabled facilities grants is spent
- Process new housing benefit claims within 20 days
- Process new council tax claims within 20 days
- Process housing benefit changes in circumstance within four days
- Process council tax changes in circumstance within four days.

Where people *grow* ideas

Where families *grow*

Where communities *grow* and flourish

Where market towns *grow* and flourish

Where creativity *grows*

Where sense of place *grows*

### KEY PROJECTS

New Local Plan

Best in Class Planning Service

Heritage Action Zone

Vibrant Market Towns

# Our Services

## Economy and Planning:

- Building Control
- Business and Economy
- Communications
- Conservation
- Development Management
- Economic Development
- Graduate Programme
- GIS (Geographic Information Systems)
- Housing
- Local Land Charges
- Market Town Investment
- Planning Policy
- Reprographics
- Street Naming and Numbering

## Leisure and Communities:

- CCTV
- Community Leisure
- Community Partnerships
- Community Safety
- Design and Maintenance
- Events and Safeguarding
- Facilities Management
- Grants and External Funding
- Leisure Centres
- Parking
- Public Health
- Sports and Art Development

## Environment:

- Business Continuity
- Emergency Planning
- Environmental Health
- Food Hygiene
- Health and Safety
- Household Waste
- Pest and Pollution Control
- Recycling
- Street Scene
- Environmental Health (Water Supply)

## Law and Governance:

- Democratic Services
- Electoral Services
- Human Resources
- Information Governance
- Legal Services
- Licensing
- Procurement

## Finance and Commercial:

- Audit Services
- Business Rates
- Business Support
- Commercialisation and Programme Management
- Customer Services
- Finance
- Housing Benefits
- ICT
- Payroll
- Performance and Risk Management
- Taxation and Recovery
- Transparency





a place to  
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**HAMBLETON**  
**DISTRICT COUNCIL**

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**This information is available in alternative formats and languages**