



*your council working for you*

# Building on our Success



HOW DID WE DO? REFLECTIONS ON 2013/14

# Introduction

## Our Vision and priorities

**“Vibrant Communities where people want to live, work and invest”**

Through managing our performance and focusing on what is important to our residents we hope you will agree that 2013/2014 has been a really good year. Some of the highlights were:

- September 2013 Georgian and Mallard Festivals
- November 2013 planning permission was granted for the Southern Quadrant Link Road
- New council housing programme agreed for the first time in more than a decade
- New multiplex cinema for Grantham announced
- Energy efficiency schemes for our Council houses
- Retention of Green Flag status for Wyndham park July 2013
- Shop front improvements

In the current climate we feel it is important to pursue our ambitions for growth in the local economy. So we are working with the business community

more closely, promoting the district as well as working with local communities. It is important that we ensure that the services the council provides now and in the future meet the needs of our residents. So we regularly check to make sure that what we provide is up to date and good value for money.

This year will bring more exciting opportunities. The Gravity Fields festival in September is eagerly awaited and we should start to see some of the growth plans taking shape with the completion of the Wherry's Mill development in Bourne, new Council homes being completed along with improvements to Wyndham Park in Grantham.

We will be supporting commemorative events for WW1 & WW2. We have produced a 'Heritage of Flight' publication which maps out wartime aviation trails with online and printed material traces the district's aviation history from WW1 and WW2.



**Beverly Agass** – Chief Executive



**Linda Neal** – Leader SKDC



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# Grow the Economy

## What have we achieved so far?

### Listening to our Business Community

We have been working closely with the local business community across the district to create the right environment for enterprise to grow and new jobs to be created. We have a strong network of business groups who have come together to form an Economic Forum with the Council and help shape the effective delivery of services and projects across the district.

By working together with local businesses to identify and break down the barriers to business growth we have rolled out programmes of business support, skill development, environmental enhancements, infrastructure improvements, inward investment activity and promotional campaigns over the last year to help stimulate growth in the local economy.

### Helping the growth of businesses

Last year saw the creation of the 'SKDC4Business' a programme of support for start-up and micro sized businesses. The programme provides free face-to-face impartial information, advice and support for new and growing businesses. The initiative has proved to be successful with over 80 new businesses ideas being taken forward. A new two year contract is due to start in July 2014, with an added element of a specific retail support programme.

Enterprise Week took place in March (17-21) hosting a packed programme of events to help small and medium sized enterprises and larger businesses. New skills, networking and motivational talks and routes to business improvement were covered in venues across the districts four market towns. Some of the talks and presentations included how YouTube can promote business, best use of Twitter and Facebook, as well as including tips on finance, employment, legal and marketing. The week-long programme was delivered in partnership with local business organisations including Total Networking, Grantham Business Club, Bourne Business Chamber, Stamford Town Team and Chamber, Lincolnshire Chamber of Commerce and the Federation of Small Businesses.

We also embarked on our own apprenticeship programme to help support young people into work. We have teamed up with Grantham College and Boston College to create a new apprenticeship programme to boost young people's training in construction trades.

91.6% of  
planning  
applications  
approved

Total footfall  
within key  
shopping areas  
was 199,046

93% of retail  
units in key  
town centres  
are occupied





**A destination for Investment**

The major goal of the Council is to put the area on the map as a great place to ‘enjoy, employ and explore’. This is being delivered by focussing on:

- Raising the area’s profile and reputation as a destination with a great quality of life – for residents, visitors and businesses
- Promoting the opportunities of Grantham, Stamford, Bourne and Deepings as attractive locations for investment and business growth
- Positioning SKDC as an enabling, supportive and ‘can-do’ council

This year, the ‘Destination South Kesteven’ programme has been spearheaded by festivals at both ends of the district. These festivals have boosted the economies of the district, with significant increases in footfall.

**Festivals**

September 2013 thousands of people attended two successful festivals. Stamford’s Georgian Festival took place over three days. Over 40 talks, recitals, shows and a re-

enactment of the famous bull-run combined to make it a weekend to remember thanks to partnership working with Stamford Town Council, Burghley House, Shademakers, New College and Cummins Generator Technologies.

**Stamford experienced a 40% increase in footfall (22,182) when compared to a normal trading Saturday.**

Also in Grantham rail enthusiasts and the public in general turned out in their thousands for Mallard. Working in partnership with Lincolnshire County Council, Carrillion PLC, Pinza and local heritage voluntary groups, the weekend celebrated the 75th anniversary of the rail speed record broken by the A4 Class steam locomotive just south of the town.

**Grantham experienced a 20% increase in footfall (21,253) when compared to a normal trading Saturday.**

The Destination South Kesteven programme has generated promotional advertisement campaign at train stations on the East Coast main line and cross country routes. The campaign focuses on the area as a great place to live and has been



BEFORE



AFTER



4 apprentices join SKDC

supported by the production of promotional videos for all of the market towns and has seen a 50% increase in 'hits' for the Grantham Growth website.

### **Delivering an attractive retail offer**

Shops across South Kesteven have been given much-needed makeovers thanks to SKDC's shop front regeneration scheme. The aim of the scheme is to improve the overall appearance of our retail areas in Grantham, Stamford, Bourne and Market Deeping whilst at the same time retaining and enhancing the character of our town centres. The success of the scheme to date has allowed us to secure additional funding from English Heritage, which has enabled us to extend the scheme further to businesses within our conservation area in Grantham town centre.

Our continued focus on our town centres, with initiatives such as the Shop Local campaign, has seen Stamford's retail occupancy increase to 99.1%, and Market Deeping's increase to 96.2%. There are still significant challenges, as the internet continues to compete with the traditions of the high street and we continue to look at other ways to bring visitors to our towns.

One of the approaches that have seen success over the last year is the 'pop-up shop'. We worked in partnership with

Grantham College and Grantham Art Club to bring vacant units into use as temporary art exhibitions.

### **Redevelopment of Wherry's Mill, Bourne**

Work has been undertaken on Wherry's Mill to convert the redundant building into 4 character properties offering excellent living space. The remaining site provides 10 purpose built residential apartments built to high standards of energy efficiency. Seven retail units have also been created to promote new retail offers to the town and give opportunity to new or expanding businesses. An area of land has also been serviced as part of the development and is available for a variety of development opportunities, subject to planning.

### **Open for Business - Looking to Say Yes**

Last year marked the beginnings of a welcome return to our high streets of key national retailers and new niche specialist independent stores. Marks and Spencer lodged an application to turn the former Currys store on London Road, Grantham into a Simply Food shop. This was approved and work on the refurbishment is expected to start in the summer creating 60 new jobs.

Over 2013/14 we approved 91.6% of planning applications that were submitted to us. This is some way above the 88% national average. The planning service has also seen a





considerable improvement in its performance on applications over the past year; we have introduced a pre-application advice service and have reviewed systems to ensure a more efficient appraisal of applications. Over 74% of Major and Minor applications were determined in time, whilst determination of 'other' applications topped 85%.

Looking ahead to future growth, the adoption of the Sites and Allocations Policy in March 2014 was the culmination of a district-wide assessment of housing and employment sites. The approved document will set the direction of future, sustainable, growth in the district and will be complemented by a Grantham Town Centre Supplementary Planning Document to be produced in 2014/15, then a new Local Plan for South Kesteven.

We continue to meet the Government's requirement for a 5 year housing supply, although the recent economic slump

and impending resource challenges for house-builders will continue to put pressure on this particular performance measure.

**Promoting Infrastructure to support growth**

The infrastructure-led growth of South Kesteven was boosted in November 2013 by the approval of the Southern Quadrant Link Road in Grantham. The road will link from the A52 to a new junction off the A1 to take through-traffic from Grantham Town Centre. The road also opens up land to the south-east of Grantham for the delivery of the new Sustainable Urban Extension, Spitalgate Heath.

The urban extension will bring nearly £1bn of economic benefit to South Kesteven, with up to 4,000 new homes, 2million square feet of employment space, new schools, community facilities and open space and cycle routes linking back into Grantham.



# Promote Leisure, Arts & Culture

## What have we achieved so far?

### Cultural Strategy

During the last year we have been developing our Cultural Strategy and action plan, to 'promote leisure, arts and culture', by ensuring a co-ordinated approach to improving the cultural offer in South Kesteven. As well as providing a great platform for events, the cultural strategy supports our growth plans by making sure our district is attractive to prospective employers.

### Encouraging SK residents to be active

In addition to normal use for sport and leisure our leisure centres are also home to high profile national sporting and community events including regional swimming galas, table tennis championships and national athletics championships.

77% of schools within the District currently use our leisure centres on a regular basis. The leisure centres are also selected venues referrals from GP's for people needing health support.

### Key Sporting and Community Events

#### David Ross Education Trust (DRET) Summer Cup

More than 800 pupils from schools and academies throughout Lincolnshire took part in the David Ross Educational Trust Summer Cup at the Meres Leisure Centre in Grantham. Pupils took part in a range of competitive sport and also got the opportunity to meet former gold medallist and Chairman of the London 2012 organising committee, Lord Sebastian Coe and current sport stars.

#### Mini Olympics

More than 750 children from 37 schools in the district took part in the Mini Olympics event in June 2013 undertaking a variety of sporting challenges at the South Kesteven Sports Stadium.

#### Cerebral Palsy Athletic Championship

We were proud to host the Cerebral Palsy Sport National Athletics Championships in September 2013. For the first time the event was hosted at the Meres Leisure Centre in Grantham after transferring from its previous home in Nottingham.

Footfall in leisure centres increased by some 6% in 2013/14 with 834,135 people attending compared to 786,144 in 2012/13.

3,167 children are enrolled in Swim Schools.





Special athletic equipment costing £8,000 played a key role in us being able to apply and secure the position as hosts for the event, funded by a Sport England grant.

**Lincolnshire School Games**

In March 2014 hundreds of children from across Lincolnshire competed in a multi-sport event at the Meres Leisure Centre, Grantham. London 2012 gold medallist Tim Baillie was among the attendees at the School Games 2014 Winter Festival. He gave an inspirational talk and met some of the 700 participants from schools across South Kesteven and the rest of the county.

**Arts Centres**

Cultural Services have had an extremely successful year, featuring events that truly place South Kesteven on the map. Stamford Arts Centre was named Runner Up in the UK's Most Welcoming Theatre 2013 competition, beating over 225 arts centres right across Britain. Visitor initiatives led to Stamford becoming named as the best place to live. The centre also played a key role in the Stamford Georgian Festival in 2013.

International legend Brian May visited the Meres in Grantham as part of our Meres Live Programme and played to a sell out audience of over 1200 people gaining a huge amount of local and national recognition. The Guildhall Arts Centre has continued to be a popular venue and in association with Meres Live has increased audiences from within and beyond the district. The Centre will play a key role once again in Gravity Fields Festival 2014.

A recent Audience Agency survey conducted by the Lincolnshire One Venues initiative indicated that

- 97% of visitors described their time at the Guildhall and Stamford arts centres as either 'Very Good' or 'Good'
- 96% of visitors rated staff as either 'Very Good' or 'Good' across the two venues

Total number of visitors that attended events and shows at our Arts Centres in 2013/14 was 99,734 compared to 92,765 in 2012/13.



# Keep SK Clean, Green and Healthy

## What have we achieved so far?

### Recycling

A new campaign was launched to educate and encourage residents that “together we can be recycling champions”. This was supported by all households receiving information through our quarterly residents’ magazine SKtoday that included a ‘recycling wheel’ designed to provide specific guidance on what can and cannot be recycled in silver bins and clear bags.

An assessment of our waste across the district helped us recognise the areas that needed more encouragement to recycle and deposit waste correctly, to target additional support to individual streets and neighbourhoods. The campaign continues to provide advertising and support across the district in the local press, via our website and on social media channels.

### Green Waste

Our green waste collection service goes from strength to strength with over 27,000 households now signed up to the scheme.

The overall combined recycling rate was 47.7%, putting South Kesteven as one of the top performers within Lincolnshire. A big thank you to all our residents.



### Clean and Green campaign

The increase in fly-tipping, up by 100% to 807 reported cases, has resulted in a number of focussed actions and campaigns.

In partnership with the local press in Grantham, week on week drives on fly-tipping and waste related issues have been targeted. This has helped us raise awareness with the public, encouraging them to report cases of fly-tipping which in some cases has enabled formal action to be taken. Enforcement resulted in a successful prosecution of a significant serial fly-tipping offender.

90.3% of our customers told us they were satisfied with our parks

47.7% of household waste was sent for reuse, recycling and composting

807 requests to remove fly-tipping were received and acted upon

## Parks and open spaces

We have awarded our Grounds Maintenance contract to Glendale, the largest specialist green service provider in the UK for the next four years. They will look after the parks and open spaces of South Kesteven. Glendale will also be able to provide advice to potentially increase the number of Green Flag parks we have in our district. They will ensure the quality of our parks along with providing an emergency arboriculture team who are available 24 hours a day, 365 days a year.

## Green Flag status retained for a second year

Wyndham Park in Grantham celebrated Green Flag status for a second consecutive year. SKDC's portfolio holder for leisure, arts and culture raised the new flag in the park in July to celebrate building on last year's success. It is again officially one of the best parks in the country as charity Keep Britain Tidy agreed the park met all of its eight point criteria which included being a welcoming place, being healthy safe and secure, clean and well maintained and takes into account the area's conservation and heritage.

## Grantham Canal

A great improvement was made to the authority-owned stretch of the Grantham Canal with fly-tipped waste being removed and the banks maintained in a major month long exercise. This has improved a great local amenity, encouraging more families to the site and helped to engage the local community to assist in ongoing maintenance of the area.



## Local Neighbourhood Clean Ups

Targeted clear ups of problem areas have been undertaken in locations across the district. One such site resulted in three tonnes of waste being removed, significantly improving the look and feel of the local neighbourhood. In problem areas, use of CCTV cameras has had a significant impact in reducing the amount of rubbish being dumped.

## Supporting Community Volunteers

Our community support scheme was taken up on nineteen occasions with public minded people volunteering to help their local neighbourhoods. Litter pickers, clear recycling bags, high vis jackets, pink waste bags and gloves are made available to individuals and groups who go the extra mile in their communities to assist us in keeping public areas clear of litter.

## Rural Issues

It's not just the town centres where our attention has been focussed. Support is provided to 44 local parish councils for litter pickers to help us target our more rural and remote litter areas. Installation of mobile CCTV cameras at fly-tipping hotspots across the district is helping us stop those determined to spoil our wonderful countryside. Locations where they have been installed have seen a significant decrease in litter and general waste.

## Clean, Green and Healthy Strategy

This strategy was agreed and will be rolled out in 2014/15 focusing on active and healthy lifestyles, healthy homes, clean and safe neighbourhoods and protecting the environment for the future. Within these themes there will be specific focus on homelessness, obesity and fuel poverty. Specific actions tackling dog fouling and littering along with recycling and energy efficiency will help protect and improve our local communities.



# Support Good Housing for all

## What have we achieved so far?

The daily average number of repairs jobs completed by an operative has increased from 3.29 to 4.43

### New Council housing

In the summer 2013 we commenced a programme to build 33 new dwellings with an overall completion expected during Spring 2015. The new builds include one, two, three and four bedroom flats, houses and bungalows to go into our housing stock. They will be developed to ensure that high energy performance is a key factor in the new homes, providing affordable warmth for residents, and all will meet 'Lifetime Homes' standards; suitable for tenants of all ages and with ease of access for those with a disability or requiring wheelchair access. These new homes will help us to address the housing need within the district.

The sites are:

- East Avenue, Grantham due September 2014
- Sandon Road, Grantham due August 2014
- Thames Road, Grantham due August 2014
- Glen Crescent, Stamford due November 2014
- Lincoln Road, Stamford due Spring 2015

### Mobile working; improving how we respond to repairs in our housing stock

Earlier this year we embarked on a journey to change the way our in-house reactive repairs team worked to improve repair times and to become a more efficient workforce. This has enabled work to be issued, completed and varied in a more effect way and reduces the time spent by staff returning to their base.

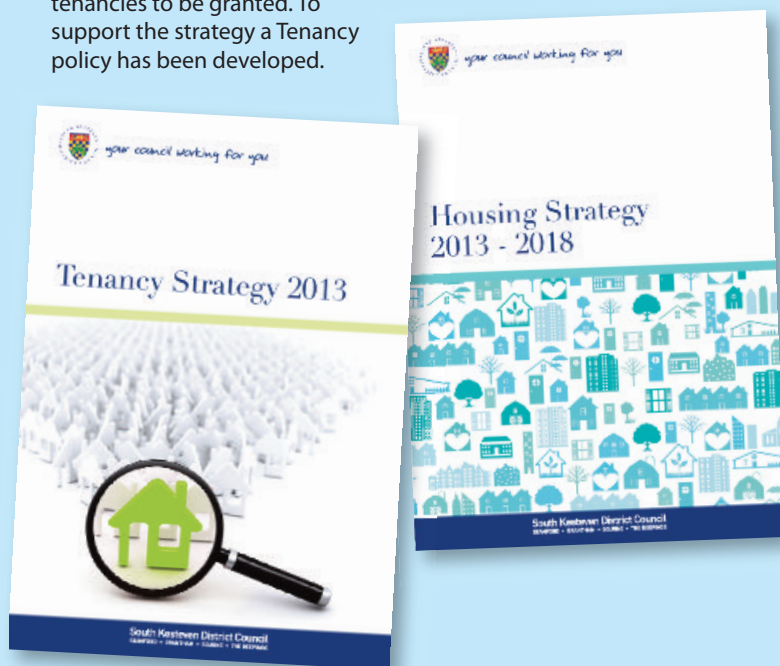
Since the introduction of this new way of working there have been significant value for money improvements and efficiencies. The daily average number of repairs jobs completed by an operative has increased by 35%, this has enabled resources to be realigned to other areas of the service.

The new hand held devices have also given tenants the opportunity to complete a customer satisfaction feedback survey on the same day of the job being completed, with any feedback being automatically sent to the Repairs Supervisors who quickly address the issues identified by the tenant.

### Housing & Tenancy Strategies

A review of key housing and tenancy strategies and policies has taken place to ensure that we fulfil our statutory responsibilities and changes in legislation to best serve the future housing needs of people living in our area. Both strategies were agreed following consultation with members, residents and stakeholders.

The Housing Strategy sets out our housing ambitions and priorities for the next five years. The Tenancy Strategy provides information on tenure types, demand and affordability together with our expectations of what we expect to be taken into account when deciding the nature of tenancies to be granted. To support the strategy a Tenancy policy has been developed.



8% more  
homeless  
households  
approached us  
for housing  
advice



The Allocations Policy has also been reviewed as part of the programme. Based on need, the policy provides information on acceptance criteria, about the housing register (waiting list) and about the prioritisation of applications.

#### **Welfare Reforms affect under-occupying tenants**

Welfare reforms introduced on 1st April 2013 reduced the Housing Benefit payable to working-age tenants considered by the regulations to be under-occupying their homes.

- 880 tenants affected at the beginning of the Welfare Reforms
- 66 tenants have received assistance with gaining entitlement to Discretionary Housing Payments to help meet rental costs
- 30 tenants found to be entitled to additional Housing Benefit
- 20 have agreed personal payment plans to help them manage their finances whilst paying their rent
- 14 households have so far been helped to move to smaller accommodation
- 92 tenants have decided to 'stay and pay' with help from a support worker.

Support work is estimated to have directly generated £56,500 in rental income that otherwise would be unlikely to have been recovered.

Despite our best efforts to assist affected households, the impact of these changes has been felt by tenants. Approximately half of the remaining tenants affected by these

changes still have the same levels of arrears and we will continue to support these households. The changes have also affected 257 housing association tenants for whom SKDC administers Housing Benefit.

#### **Empty Homes Review**

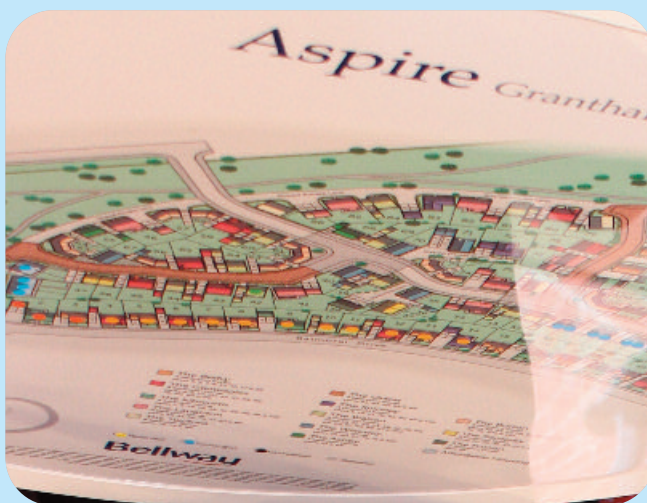
In June we identified that there were 485 properties that were classed as being empty for more than six months across the district. This contributes to a lack of capacity in the housing market, impacting on homelessness and the availability of housing and for the potential to cause anti social behaviour in our neighbourhoods. We used specialised partners to carry out a review over a four month period using our Council Tax database and researched the properties by completing occupancy reviews and inspections. This resulted in 101 homes were being returned back into use.

#### **Energy Switch Scheme**

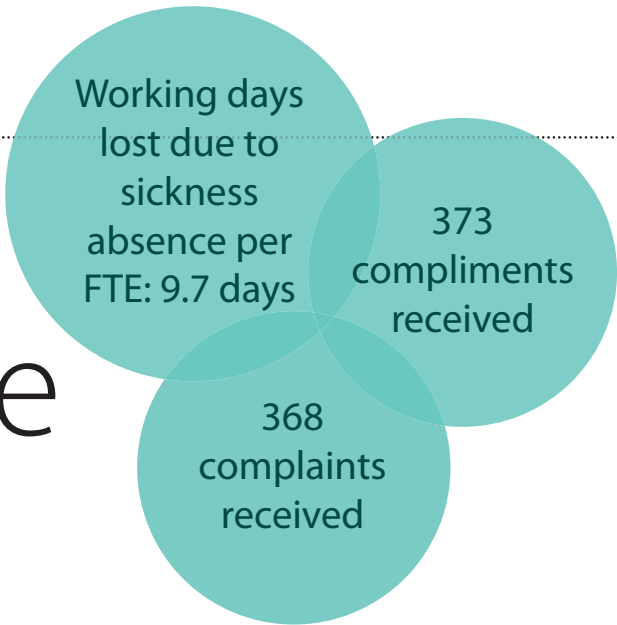
The successful Lincolnshire Energy Switch Scheme (LESS) saw hundreds of residents in the district and Lincolnshire switch energy providers to save an average of £186 on their bills.

The easy registration scheme matched with a no obligation sign up meant many were encouraged to explore the advantages of the scheme.

Those who own or rent a home and have dual fuel, electric only or have a prepayment meter have all benefitted, helping residents save money in tougher economic times.



# What else have we achieved



Providing excellent customer services is a key commitment for the council. This year saw the approval of a revised customer access strategy. This sets out our approach over the coming three years. As part of its approach the council opened a Community Access Point at Bourne which combines the customer service centre, library, registrars and Town Council under one roof. The District Council runs the library on behalf of Lincolnshire County Council and transferred staff previously employed by the County but who are now trained, along with our own staff to deliver a diversity of services. They are supported by officers from our other services who are based there on a rota or surgery basis. The Community Access Point has seen a significant increase in footfall both for District services and for the library and is proving to be very popular with Bourne residents.

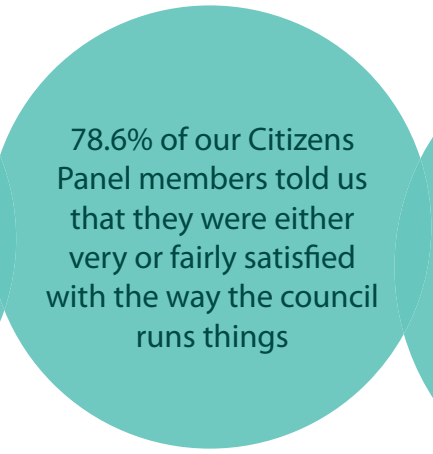
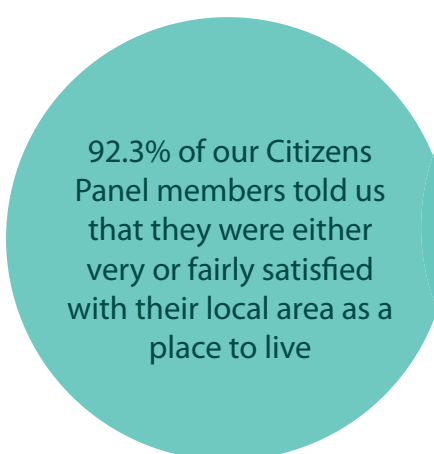
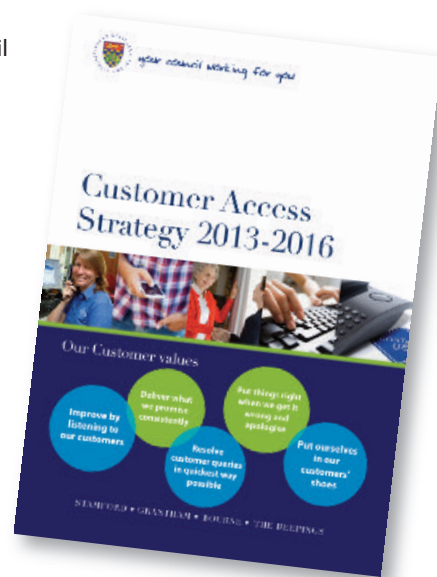
The Customer Access Strategy was informed by the newly set up Citizens' Panel. This year we have consulted them on how they contact the council and would want to in the future, our priorities and council tax. Going forward we will continue to consult them on important issues. One aspect of the Customer Access Strategy is to offer more services online so that those that want to can do business with the council at a time of their choosing.

The council has introduced a single number for residents this year to reduce confusion and ensure that customers get to the right service first time. Customers have told us they like this and it enables our customer services advisors to spend more time with those customers who need more support. Our customer feedback process has also been changed during the year with an emphasis on resolving complaints

more speedily and learning lessons to reduce any future complaints. We are also ensuring that compliments are logged and shared with our staff to promote good practice.

Making the best use of our assets and people is important at a time when the council is receiving less income from central government. Our flexible organisation programme is helping to provide the right ICT support so that staff can work more flexibly and reduce the space needed. This in turn will improve our offer to customers but also allow the council to get income from other organisations for spare accommodation. The council has this year let office space to a local Clinical Commissioning Group.

In terms of our people the council is implementing measures to improve learning and development, introduce apprenticeships and interns, develop better methods of communication and support the well being of employees. This will ensure that our employees are well trained and motivated and reduce factors such as sickness absence.



# What we are aiming to deliver in the year ahead?

## Promote Leisure, Arts & Culture

### **Gravity Fields Festival 2014**

Planning for the second Gravity Fields Festival is now underway following the success of the inaugural festival in 2012 which takes place in and around Grantham. The festival creatively explores the physical sciences and celebrates one of the world's greatest thinkers, Sir Isaac Newton.

The festival programme will include science shows from the Science Museum and the National Space Centre; exhibitions including the Royal Photographic Society; talks by leading scientists including festival patron Val Gibson, Dr Chris Lintott (BBC Sky at Night) and Professor Mark Miodownik (BBC Science Club); arts shows with leading arts companies from around the country and abroad and on the final evening 'The Giants of Science' outdoor event will take place. A comprehensive education programme has been developed to encourage local schools to take part in the festival.



### **Aviation heritage project lines up for take-off**

A key missing link in the history of Lincolnshire as 'Bomber County' is being forged with new commemorative publications from South Kesteven District Council. 'Heritage of Flight' wartime aviation trails with on-line and printed material traces the district's aviation history from WW1 to WW2 and the Cold War in time for D-Day commemorations in June.

### **Arts and Leisure Programmes**

We will continue with our exciting arts and film programmes and build upon our Meres Live concerts to bring international celebrities attracting visitors from the local community and also from across the country as part of promoting the district.

These events add substantially to the visitor economy and are welcomed by local businesses as a boost to the evening experience.

Our leisure centres will extend their services to more events from across the East Midlands, as in particular, the Meres is recognised as the premier venue for major sporting events within the region, especially for local and other surrounding schools as part of the education experience.





## Grow the economy

### **Cultivating business growth**

In line with what our Business Community are telling us, we will continue to support the growth of business through the roll out of our specialist independent business advice programme and build on the success of enterprise week with business-to-business events to promote business development. We will also work with partners to endeavour to secure a pot of up to £2 million European Funding for business projects to stimulate and aid business growth across the district.

### **Investing in our Evening Economy:**

2014 will see the start of an ambitious programme of regeneration in Grantham Town Centre, with the delivery of a new cinema on St Peter's Hill. The multi screen cinema and restaurant space will support the development of the Cultural Quarter (which has the Guildhall and the Museum at its heart) and bring new jobs to Grantham. The new leisure offer will help to reduce leakage of cinema-goers from Grantham to Newark and Peterborough and present residents with an opportunity to spend more time in Grantham Town Centre.

### **Delivering the Southern Quadrant**

Work will continue over the forthcoming year on the delivery of the new Sustainable Urban Extension for Grantham. This will achieve up to 4,000 homes, a business park, a neighbourhood centre, community facilities and open space.

Activities over 2014/15 will include:

- Working with the Lincolnshire County Council to finalise the detail of the link road and work towards a start on site.
- Continuing to explore funding sources for the road, including supporting the Local Enterprise Partnership submission to the Single Local Growth Fund.
- Working closely with partners to ensure the best possible application is submitted.
- Consulting with residents and businesses in order to ensure that local views are heard.
- Ensuring that the Southern Quadrant development connects effectively with the town centre, bringing added vitality, vibrancy and economic benefit to Grantham.
- Establishing a construction skills academy with partners to harness the job opportunities and ensure local people are well placed to access them.
- Making sure that as much as possible of the £1bn economic growth created by the new Sustainable Urban Extension is retained within the district.



## Keep SK Clean, Green and Healthy

- To improve the attractiveness of our streets and public places, we will enable a faster response to reported problems
- We will implement new anti-social behaviour powers to improve the quality of life for those residents who require support, implementing solutions in the most effective manner
- We will continue our campaign to encourage and educate our residents to recycle more. Specific target of education packs for schools and door to door support with educational recycling guide where required
- We will support volunteers and local groups to help keep South Kesteven be clean, green and healthy through a range of initiatives
- In partnership with local police conduct checks on local scrap metal dealers, educating the public to only use licensed waste carriers.

### **Padding Pool Improvements in Wyndham park**

Redevelopment of the traditional paddling pool with a splash pad with interactive water features as well as a paddling section accessible to all. This project is jointly funded by SKDC and WREN (Waste Recycling and Environmental) and the Grantham Rotary Club..

### **Wyndham park Improvements**

Will reinstate and enhance many of the original features of the park as a World War 1 memorial Park. Grant funding has been approved from the Heritage Lottery Fund to develop the programme of works. The works are planned to coincide with the commemorative events of 100 years since the Great War (2014 to 2018).



## Support Good housing for all

### **Energy Switch Scheme**

Further marketing of Lincolnshire Energy Switch Scheme to help drive down energy costs for all residents

### **Mobile Working**

During Summer of 2014 we will be introducing the next element of mobile working using technology to complete a voids inspection. This will allow our voids inspectors to carry out their surveys in empty homes on tablet devices which will enable them to specify the void works required whilst they are in the properties. They also be able to complete all other forms associated with the void process electronically. This will result in speeding up the re-letting of our properties as well as reducing the administration process.



### **Investing in the future**

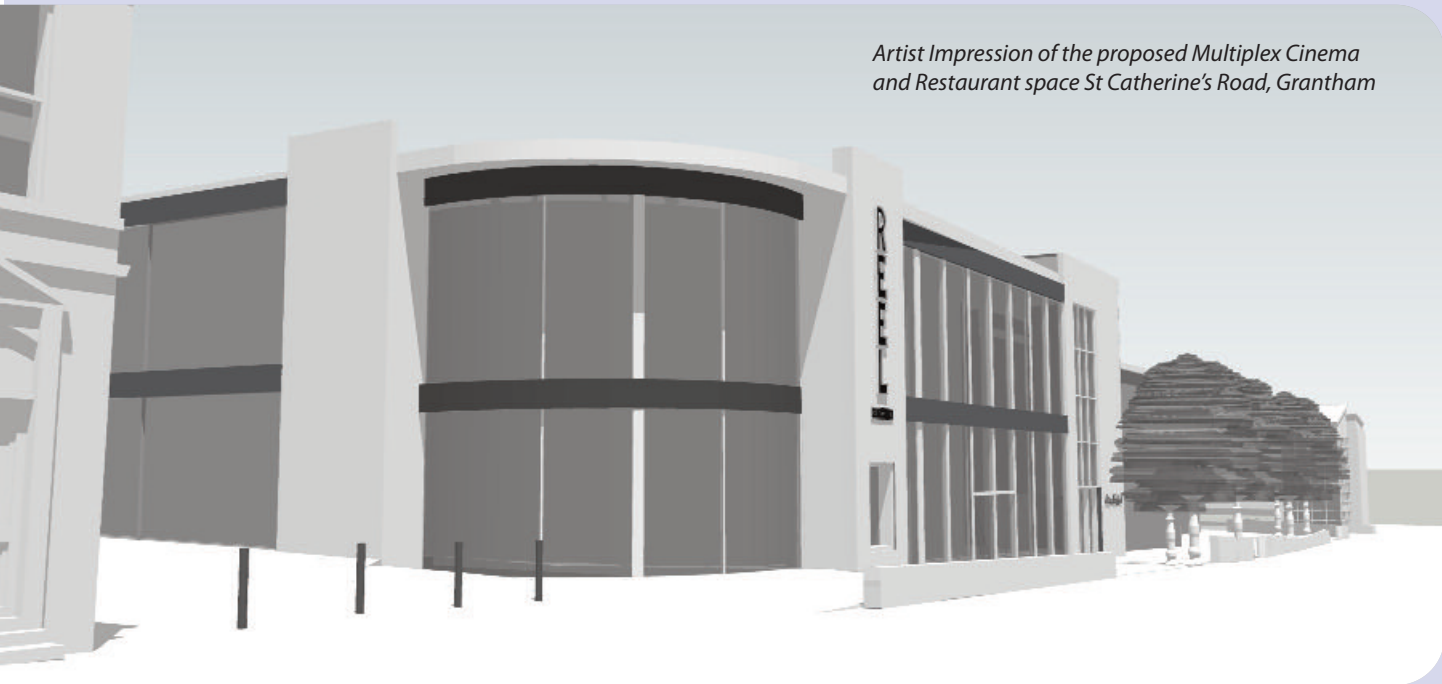
We will achieve full compliance with the Decent Homes Standard during 2014/15 and plan to maintain this in the years ahead with a local standard that exceeds the essential Decent Homes requirements. Capital investment in the housing stock will also improve energy efficiency and deliver more affordable warmth to tenants.

Investment will also deliver improved customer focus and customer service with staff and support systems being more closely aligned with the future needs and expectations of service users. Better understanding of what is required and how it might be achieved will be informed by more diverse and better developed engagement and communication with customers.

There will also be balance in the future management of the Council's housing and neighbourhoods; ensuring that the achievement of successful neighbourhoods and a well run council is supported through the application of the full range of enforcement tools in dealing with those whose behaviour threatens the enjoyment of others and the assets of the Council.

We will continue to work with housing developers and Registered Providers to ensure an appropriate mix of both market and affordable homes in new housing developments. We are expecting 130 new affordable homes to be built over the next year.

What are we aiming to deliver in the year ahead?



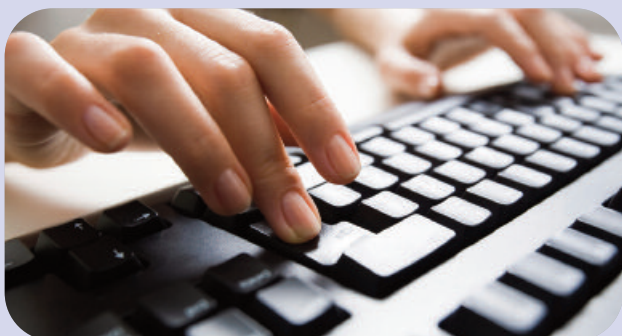
*Artist Impression of the proposed Multiplex Cinema and Restaurant space St Catherine's Road, Grantham*

## What else are we aiming to deliver?

There are a number of key projects that will be undertaken in addition to our core priority projects. Some of these are listed below.

### **Creating a flexible organisation**

Drawing on our customer access, people and ICT strategies, we will be making further improvements to our services over the year ahead. There will be increased flexibility for our customers and employees, whilst ensuring that we continue to provide high quality services and support the most vulnerable in our communities. This work will be supported by us making good use of our ICT and properties, ensuring our services are accessible, joined up and meet expectations. Improvements will be seen on the website with more and more services being available online. This will allow us to empower those who can, but support those who need extra assistance.



### **Business Transport Policy**

We will look at bringing together all areas of fleet management – driving at work issues such as licence and insurance checks, vehicle checks and servicing and repairs, together for all vehicles owned by the council (pool cars, refuse freighters, vans and lorries) and those who use private vehicles to travel on the business of the council including councillors.

### **Individual Electoral Registration**

During the Summer 2014 we will be implementing the new government system called Individual Electoral Registration, which will change the way we register to vote. This will mean that where previously, the 'head of every household' was responsible for registering everyone who lived at each address and checking or completing the annual canvass form every year, in the future unregistered people will need to fill out an individual form. Under the new system residents who have access to the internet will be also be able to register to vote using a new online form.

# Budgets 2014/15

The Council wants to make sure every penny counts. This is particularly important in this period of austerity during which the grant we receive from Government has reduced by over 40%.

We have worked really hard to ensure that our resources are focussed on the Councils stated priorities and therefore is delivering the maximum "bang for our buck" in the district. The Council and its members are committed to

protecting front line services and investing in the districts future.

We hold a number of specific reserves and balances to enable us to continue to deliver our priorities in the short to medium term.

Once the budget is in place we closely monitor our resources throughout the year to ensure we deliver our services and projects in the most efficient and effective way.



General Fund	2014/15 Estimate Base £m	2015/16 Indicative Base £m	2016/17 Indicative Base £m
Employee Expenditure	12.80	12.87	12.88
Premises Expenditure	4.26	4.35	4.42
Transport Expenditure	1.48	1.51	1.55
Supplies and Services	5.45	5.37	5.12
Other Expenditure	0.44	0.27	0.12
Total Expenditure	24.43	24.36	24.09
Less Income Received	(9.39)	(9.20)	(9.22)
<b>Net Budget</b>	<b>15.04</b>	<b>15.16</b>	<b>14.87</b>

Housing Revenue Account	2014/15 Estimate Base £m	2015/16 Indicative Base £m	2016/17 Indicative Base £m
Employee Expenditure	4.00	4.04	4.08
Premises Expenditure	5.26	5.16	5.19
Transport Expenditure	0.27	0.28	0.28
Supplies & Services	1.35	1.71	1.74
Capital Charges	6.05	6.26	6.43
Loan Repayment	6.36	6.13	5.88
Other Expenditure	2.37	3.28	4.17
Total Expenditure	25.66	26.86	27.77
Less Income Received	(25.66)	(26.86)	(27.77)
<b>Net Budget*</b>	<b>-</b>	<b>-</b>	<b>-</b>

\*The HRA is a self-financing account and maintains a break-even position.



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