



Celebrating our success

HOW DID WE DO? REFLECTIONS ON 2012-2013
South Kesteven District Council



STAMFORD • GRANTHAM • BOURNE • THE DEEPINGS

Torch ignited fantastic community spirit

The year in South Kesteven will always be remembered for fantastic community events.

Although we made considerable progress in all our priority areas which will be detailed elsewhere in this report, 2012-13 will go down as the year when the Olympic Torch Relay visited all of our market towns and the time we chose to launch our Gravity Fields Festival celebrating the work of Grantham's most famous son, Sir Isaac Newton.

The Torch Relay passed through South Kesteven on three separate occasions – it was in Grantham on 28 June, Stamford on 3 July, and Market Deeping, Thurlby and Bourne on 4 July.

The torch was also in Stamford earlier in the year as part of the national dress rehearsal for the event.

The district council was responsible for providing security, crowd control and all arrangements to ensure the safe passage of the Torch throughout the district.



The Torch Relay attracted very positive publicity nationally and locally



Police estimates put the crowd numbers in Grantham and Bourne at 20,000 each; 15,000 in both Stamford and Market Deeping and 5,000 in Thurlby – some 75,000 people in total!

A network of volunteers from the community worked closely with us to make sure the days were a huge success. They dealt with all manner of issues, from lost children to helping drivers plan their routes and keeping the spirits of the crowd high during some torrential thunderstorms in Grantham.

Visitors on Torch Relay days also enjoyed activities and community events put on to entertain the crowds. This ranged from international cooking demonstrations and sampling, to local dance and singing groups and demonstrations by local sports clubs.

The Torch Relay attracted very positive publicity nationally and South Kesteven was particularly mentioned for both its good preparations and the Olympic dressing of the towns with colourful flags and bunting ■

Gravity festival brought the house down

Our first ever Gravity Fields Festival celebrating the life and work of Grantham's most famous son, Sir Isaac Newton, was voted a huge success by local people and businesses alike.

The week-long event saw more than 100 shows and talks and many were complete sell-outs.

The finale evening – called Transformation of the Town – featured an aerial theatre company involved in the opening ceremony of the Olympic Games who performed an act representing the planets in the skies over the Guildhall.

Police estimated the town centre crowd at between 10,000 and 12,000 and the processions involved 1,000 school children and representatives from local groups who were dressed in costumes they had made over the summer.



**MORE THAN
100 SHOWS**

It's a fact...

On the first Saturday of the Festival

7,000 people

visited the George shopping centre in Grantham – 2,000 more than on the previous Saturday

The weekly increase in shopper footfall during the Festival was

11.7%

This compares with a national average weekly increase of 1.9%

Based on our success, the Arts Council immediately invited a bid for the 2014 event

The Festival marked the start of an **on-going campaign** to raise the profile of South Kesteven as a place to visit and invest

Positive publicity about the town and district was secured not only in the local Press but also on BBC's Look North, East Midlands Today, Radio 4, Classic FM, in national newspapers including The Times and the Independent, in science journals and on Lincs FM. The total value of this positive exposure is estimated at £80,000.

Recycling campaign to boost even better results

Our recycling performance has slightly improved. During the year our rate increased from 49.25% of the total to 49.5%. A district wide education campaign is planned for the summer which should result in a further improvement.

The number of fly tipping incidents has decreased significantly – from 663 last year to 386 this year. This is despite the changes in opening hours at the Household Waste Recycling Centres and the introduction of green waste charging – two actions that might have been expected to lead to increased fly tipping.

- Childhood obesity in children aged 10-11 has dropped from 17.87% to 17.48%
- There has been a big reduction in the crime rate

- The outturn of 44.48 incidents per 100,000 population is 15% down on the previous year and is lower than the county figure of 52.6
- Burglary is down. We average 2.48 incidents per 100,000 people which is less than the county average of 2.91 incidents for the same number of people
- The number of people visiting our leisure centres was 755,644 which exceeded the target despite the challenging economic climate
- Some 92,765 people attended events and shows at our arts centres. This figure does not include general users who view exhibitions which are not ticketed, guests to weddings and functions, coffee shop customers and tourists
- Our three major visitor attractions in the district – Belton House, Woolsthorpe Manor and Burghley House – attracted 328,457 visitors



Green flag is symbol of park quality

Green Flag status was marked at a special ceremony attended by councillors, SKDC staff and members of the Wyndham Park Forum.

SKDC's portfolio holder for green and healthy, Cllr John Smith, raised the flag. He said:

“ We are really proud of Wyndham Park and we now have the challenge of retaining the park's Green Flag Status year on year. We now need to look at improving the park further and I am sure that working in partnership we will be able to achieve this. ”

The park was given Green Flag status for the first time in July and joins 75 other parks in the East Midlands with the prestigious award.

The event also marked the launch of an appeal for historic photographs and memorabilia associated with the park.

SKDC and Wyndham Park Forum want to use the information to understand more about the park's heritage and to help secure future funding to develop key areas of the park ■

Grantham's Wyndham Park is flying the flag for quality



Laying more building blocks for economic development

Our ambitious plans to grow the economy have taken big strides forward during the last year.

We funded the redevelopment of historic Wherry's Mill in Bourne and an element of new build to create 14 apartments for the open market and retail and commercial units to rent, the first step in a wider regeneration project that we have established as a template for the future.

Commerce – and jobs – are a key feature of our forward planning and that's why the Southern Quadrant in Grantham includes permission for a 27 ha business park in addition to the 1.1m sq ft of distribution park known as KiNG31.

In Grantham town centre the Market Place and Wide and Narrow Westgate have already been transformed by major improvements and we are trying hard to take maximum benefit from the fact that we are only an hour away from London by train.

It is this spirit of enterprise that has been recognised by Lincolnshire County Council who have agreed to forward fund a £33 million southern relief road linking directly to the A1 which will add to Grantham's profile as a strategic, well connected place to do business which is recognised both nationally and internationally.

In Bourne we also supported BRM Day which celebrated the town's motor racing legacy and the day in 1962 when Graham Hill drove a British Racing Motors car to the Formula 1 World Championship. An estimated 25,000 people flocked to the town, including Hill's son Damon and then co-driver Sir Jackie Stewart ■

The number of economically active people has risen from 77.4% to 80.9% which is above the regional and national averages

Average earnings across the district have remained stable at just over £400 a week despite the continuing economic downturn



Million pound boost for first time buyers

First time home buyers in the district are being given a further £1 million helping hand onto the housing ladder by South Kesteven District Council.

The money will boost funds committed to the Local Lend a Hand partnership launched last year with Lloyds TSB – extending and continuing the project into at least 2014.

We launched the scheme last year with an initial pledge pot of £1 million, just over half of which has been committed, with more house purchases in the pipeline.

The successful partnership has so far enabled 18 people to buy their first home thanks to the fact that we have guaranteed up to 20% of the deposit required, meaning the buyer has to find just 5%.

On a typical £100,000 home, a first time buyer eligible under the scheme only needs to find a £5,000 deposit rather than the £25,000 now required by most lenders.

We are also raising Local Lend a Hand property price limits and therefore loan guarantee amounts.

The maximum property price the council would consider assistance with was £125,000, but this will now rise to £155,000 to widen the choice for buyers and take into account high prices in parts of the district.

Maximum loan size which could be considered was £118,750 but the new scheme will raise that to £147,250.

The average property value for the South Kesteven scheme is £97,529 and the average loan value is £90,111.

The guarantee pledge applies to second hand homes, thereby filling a critical gap for the many people who can afford a mortgage but cannot raise the 25% deposit normally required by a lender.



**Our partnership
has meant 18
people have been
able to buy their
own home**

Lloyds TSB mortgage advice staff in Grantham, Stamford and Bourne are actively promoting the scheme.

SKDC is also considering extending the partnership to include the Leeds Building Society, possibly in 2014, and Teachers Building Society, available only to teachers and education workers.

It's a success story that we are keen to see expand, explains Cllr Linda Neal, SKDC Leader, who said:

“It's been a great success and we want to do more for would-be home owners across the district. We are hoping to help even more people into their own homes, stimulating the market and for many, making dreams come true.

“ Every first time buyer purchase triggers a further five property movements, all of which is good for the economy overall and fits with our aim to support good housing for all. ”

Landlords have their say

Private landlords and letting agents attended a special event organised by the council to voice their views on the district's housing priorities over the next five years.

Private rented housing accounts for 13% of homes in the district which means it plays an important part in meeting the housing needs of South Kesteven.



Home sweet home

3 Life saver honoured

6 F1 heroes roar into Bourne

8 Pull out and keep bin calendars

14 It's time to pantomime



SKtoday

THE MAGAZINE FOR SOUTH KESTEVEN RESIDENTS

WINTER 2012



New Year new home

Couple benefit from our low deposit mortgage scheme – [full story page 2](#)

This is the front cover of our winter edition of SKtoday which shows how we announced the first couple to benefit from our low deposit mortgage scheme.

Matthew Hodgkin and Marie Wyles told us they were paying out lots in rent and it would have taken them a long time to save up for a normal deposit.

With our help they got the keys to their own home at the turn of the year.

£4.7 million home improvement plans

Our tenants have benefitted from continued major investment by the council on its houses, plus quicker repairs and quicker turn-round time for properties between tenants.

Despite another year of reduced funding from central government, we have remained committed to investment in projects to directly help tenants of our 6,196 council managed properties.

Residents have seen improvements in kitchen and bathrooms, upgraded heating systems and re-roofing in the last 12 months after a capital investment programme of £4.7m. Rents on council properties have risen slightly but the authority is continuing to upgrade properties with schemes such as its successful external wall insulation scheme. This will benefit a further 700 homes over the next two years after insulation of 155 council owned homes and 28 privately owned properties were completed in the Earlesfield area of Grantham in 2012.

During this programme more than £1m was spent to help keep tenants warm and reduce energy bills - including new wall insulation and loft insulation plus replacement of soffits, fascias, gutter and downpipes.

In addition to saving energy costs for tenants, it is estimated that the work will prevent release of 25,000 tonnes of carbon dioxide into the atmosphere. Other programmes include £1.4m a year on replacing roofs, flat roofs and chimneys and upgrades of sheltered housing schemes such as Rectory Close in Barrowby Grantham which now offers improved accessibility following the installation of a new lift and the added benefit of new kitchens and bathrooms.

Repairs are being carried out more quickly and the average length of time that council homes are unoccupied between tenants has improved significantly over the last two years.

“It’s important to recognise how much we have spent on our housing stock”, explained Cllr Teri Bryant, portfolio holder for good housing.

“In the interest of efficiency, work is now carried out in an area by area approach which helps both our contractors and us to work more smartly to bring wide-ranging solutions to entire communities. It’s all positive action by this council to back up our priorities of delivering good housing for all, and helping reduce fuel poverty.” ■



During this programme more than £1m was spent to help keep tenants warm and reduce energy bills

Ready to build our first new homes of the 21st Century

Our decision to build council houses in South Kesteven for the first time since 1999 is due to begin bearing fruit in October – with the promise of more to come in the future.

We are about to start work on a two year £3 million building programme to create up to 30 new homes on sites in Grantham and Stamford. The first could be ready for occupation in late 2014.

All land to be developed is council owned and consists of former home and garage sites which have already been cleared of buildings.

Designs and layouts will be decided by the end of the summer for a mix of one, two and three bedroom houses and bungalows to go into the council's housing stock.

All will be built to ensure high energy performance, providing affordable warmth for residents, and could meet 'Lifetime Homes' standards; suitable for tenants of all ages and with ease of access for those with a disability or requiring wheelchair access.

Cllr Teri Bryant, Cabinet Member for Good Housing, said he was encouraged to see building work starting this year.

“ We are investing £1 million this year and a further £2 million next year. ”



Homes plans makes more jobs too

Housing legislation has changed, allowing us more flexibility in terms of building new homes. We are confident that this is the start of a building programme which will run for years to come, demonstrating our commitment to increasing our stock of social housing.

“As well as providing much needed homes in our district, the plans to build new homes will also generate construction jobs and secure many more with suppliers through the purchase of materials and services.”

Homes provided will comprise both houses and bungalows and, although there is no proposed sheltered accommodation, the mix of property types will suit tenants of all ages. It is also possible that some homes could be built to meet the specific needs of those with disabilities and each site will be assessed with a view to making the best possible use of the land available and having regard to what we know about the needs of the district.

During the year we have also made progress on big growth plans for the district which will see 7,000 new homes built on two major developments in Grantham – one to the south of the town and one to the north/west which will create employment and skills opportunities over a number of years and encourage people to live and work in the district.

We have also responded to housing demand by focussing on the way homes can be planned, developed and upgraded to enable people to live independently as they get older or as circumstances change ■



Multi-million pound projects completed in Bourne

Two major projects have breathed new life into Bourne.

The year-long £2.14 million Wherry's Lane improvement project has just been completed hot on the heels of the South Kesteven Community Access Point which means that district, county and town council services can all be accessed under one roof.

The new look Wherry's Mill and adjoining apartments and retail units are now for sale and let.

Work began on the Bourne Core Area development at the end of last year and the work has included the complete refurbishment of Wherry's Mill and a new building featuring ground floor retail and commercial units and 10 apartments have gone up next door.

The scheme fits in with the surrounding area and is the first step in a much wider regeneration scheme which will also include the creation of an area of serviced land suitable for future development.

The four apartments in the mill have already been sold and there is significant interest in the new build apartments as well.

Council leader, Cllr Linda Neal said: "Now that the development is complete you can really see the quality of the buildings and I am certain that before long there will be no apartments left for sale and businesses will be banging on our door to find out about these prime town centre units."

Nearby is the South Kesteven Community Access Point which opened to the public in March.

The facility means that as well as accessing district services like housing and planning, local people can check out a library book or even register a birth, death or marriage all in the same visit!

As well as being very convenient for everyone, the new centre also generates a saving of £80,000 a year to the council tax payer.

Cllr Neal said: "The building looks fantastic and I am really pleased with the end result. A lot of hard work went into this project but I am sure that the town's residents will feel that this is a project that has been worth doing as it has ensured the future of some of the town's key facilities."



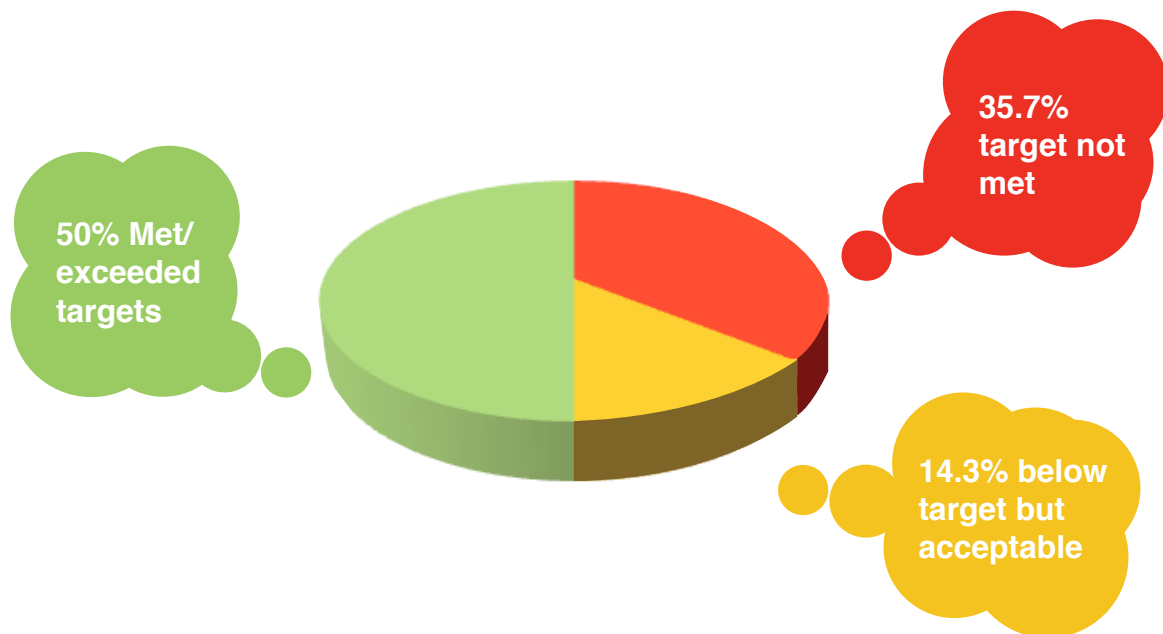
How do we measure success?

As well as our projects which you have read about during the first part of this document, we also monitor a set of performance measures that help us to determine whether we are delivering our priorities.

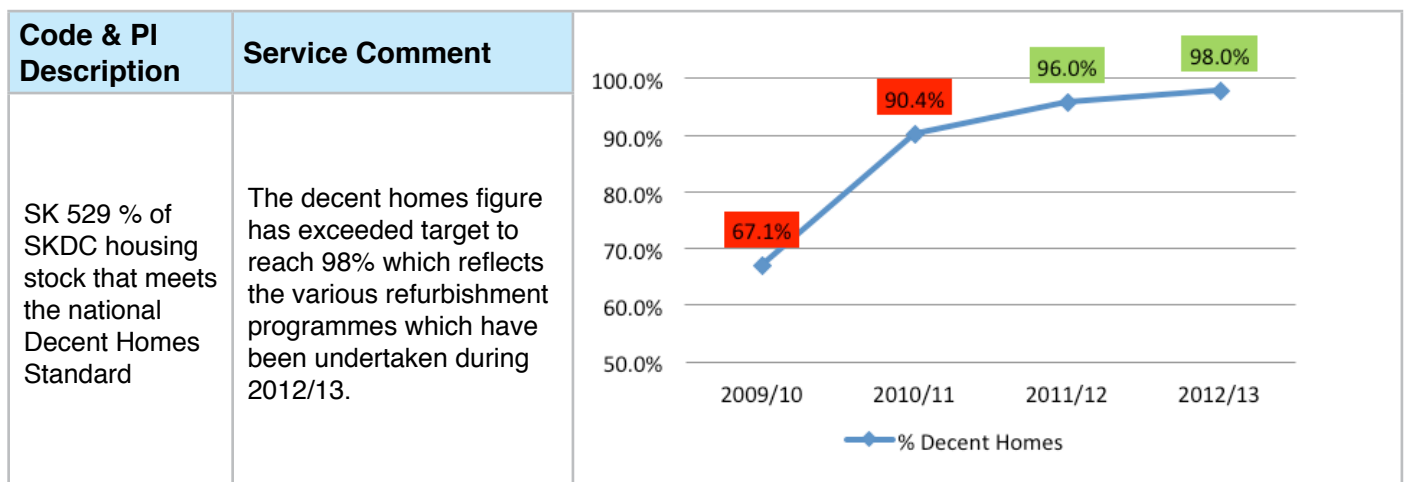
This is a mix of measures that give us a more rounded understanding of our business. We have used the measures in the following pages to monitor our progress throughout 2012/13.

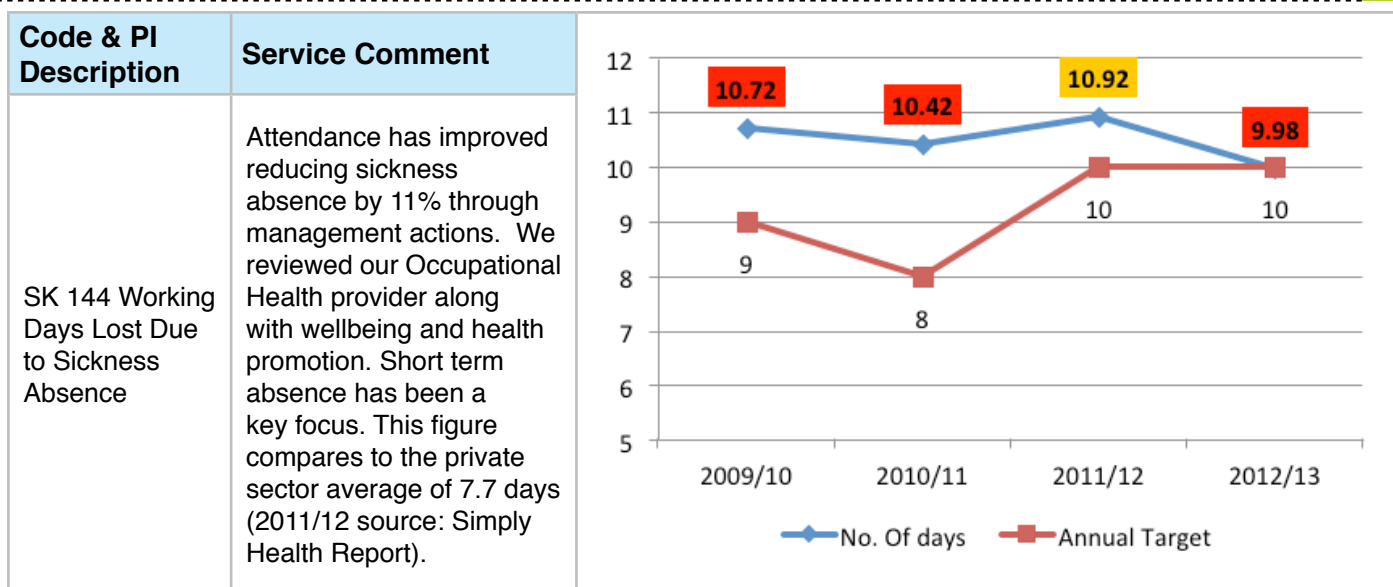
This group of measures are a combination of either targets set or are factual piece of data that tell us about our district.

Of those measures that were set targets we found that;

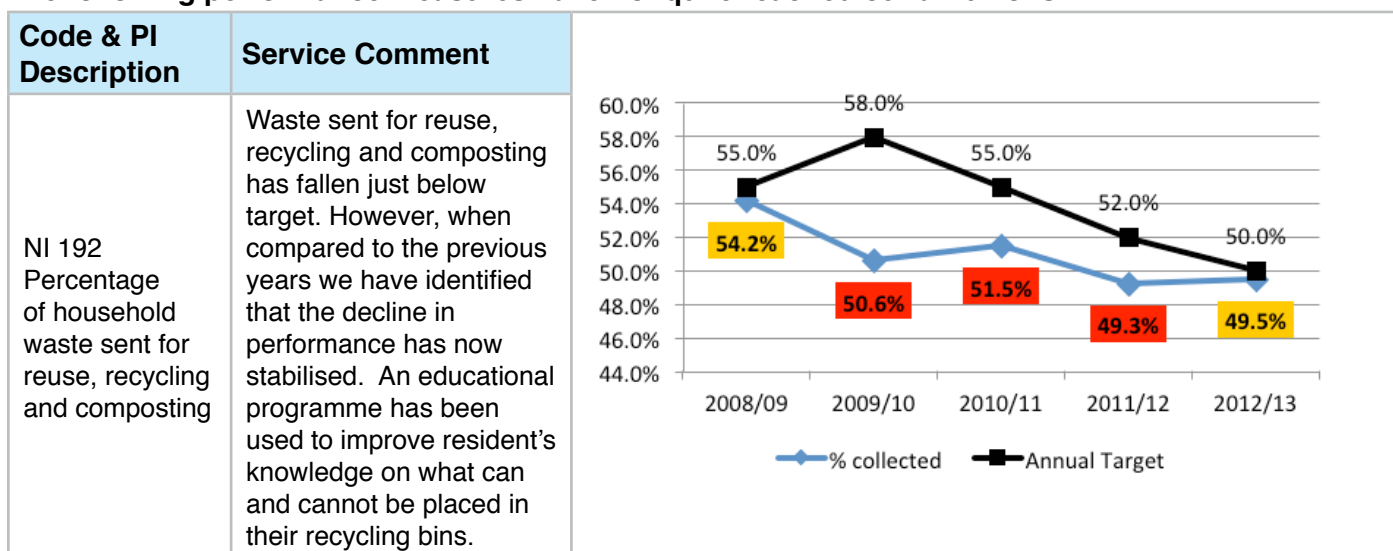


Here are some measures that have met or exceeded targets:










The following performance measures have not quite reached our ambitions:













Code & PI Description	2012/13	Annual Target 2012/13	2011/12	Update
	Results		Results	
SK 429 Number of days taken to determine major planning applications (end to end times)	156.2	90	87.16	The average number of days taken to determine planning applications have not met their targets. However, we identified during the course of the year a set of actions to improve performance. These actions are now starting to show improvements in our planning performance.
SK 430 Number of days taken to determine minor planning applications (end to end times)	77.8	55	61	
SK 431 Number of days taken to determine other planning applications (end to end times)	70.8	50	56.26	
SK 432 Number of days taken to determine householder planning applications (end to end times)	52.3	45	50.91	

Corporate Priority Measures Report 2012/13 Year End




Grow the Economy						
	Code & PI Description	2012/13	Annual Target	2011/12	Have we improved?	Update
		Results	2012/13	Results		
	SK 209 % of Non-domestic Rates Collected	96.70%	98.20%	97.10%	N	<p>Since the start of the current economic downturn collection rates have fallen from 98.6% to 96.7%.</p> <p>To improve our collection rate a new recovery system has been implemented which has resulted in a completely automated recovery process and a comprehensive suite of customer improvements such as automated direct debit application process.</p>
	SK 484 Number of households in receipt of benefit	11,103	No Target	10,843	N	<p>The overall trend of total claimants in receipt of benefit continues to rise. However application profiles are now shifting towards customers that are experiencing a change in their financial circumstances such as reduced hours or pay reductions.</p>
	SK 489 Average earnings across the district (wkly)	£407.80	No Target	£401.7	Y	<p>Average weekly earnings across the district have remained stable.</p>
	SK 490 % of economically active people who are actively employed or seeking employment	80.9%	No Target	77.4%	Y	<p>% of people who are actively seeking employment or are employed has risen year on year. When compared to the regional (East Midlands 77.7%) and national (76.9%) our district remains above the current trend.</p>
	SK 491 Youth unemployment	32%	31.2%	No Target	N	<p>Youth unemployment (18 to 24 years old) has increased year on year across our district, which means when compared to regional (East Midlands 34%) it is below the trend but above national figures (30%).</p>


Keep SK clean, green and healthy

	Code & PI Description	2012/13	Annual Target 2012/13	2011/12	Have we improved?	Update
		Results		Results		
	SK 506 Total CO2e emissions from all SKDC operations	7409	6390	7,102	N	<p>We have seen a sharp rise in energy use across our buildings this has caused our Co2e reductions to increase.</p> <p>Our gas usage for the year shows a large increase when compared to previous years. The effected buildings are:</p> <p>Leisure centres saw an increase of 36%, this is mirrored by our own buildings seeing a 26% increase and the biggest increase was seen at our Depot which increased by 61%. This is due to 2012/13 being a cold year and a drawn out winter, therefore our heating period was extended through March 2013.</p>
	NI 192 Percentage of household waste sent for reuse, recycling and composting See graph on page 2	49.50%	50.00%	49.25%	Y	<p>Waste sent for reuse, recycling and composting has fallen just below target. However, when compared to the previous years we have identified that the decline in performance has now stabilised. An educational programme has been used to improve resident's knowledge on what can and cannot be placed in their recycling bins.</p>
	SK 495 % of children who live in families that are income deprived	13.43%	No Target	-	-	<p>This group of measures help us to monitor the key health issues across our district. Although there are no targets we will monitor these for any improvement or deterioration over time.</p>
	SK 498 Obesity prevalence among adults (aged 16 & over)	24.3%	No Target	-	-	
	SK 499 Prevalence of childhood obesity in school children in year 6 (ages 10-11)	17.48%	No Target	17.87%	Y	
	SK 500 % of adults (aged 18+) self reported smoking	23.57%	No Target	21.65%	N	






	Code & PI Description	2012/13	Annual Target	2011/12	Have we improved?	Update
		Results	2012/13	Results		
	SK 501 % of streets that meet clean streets standard	83%	No Target	-	-	We have changed the way we collect the data for this measure by combining the different levels used to monitor whether the streets of South Kesteven meet our clean street standard. This is our first year's results.
	SK 502 % of households that participate in the Green Waste Service	89.9%	No Target	-	-	These results are for our first year that the green waste collection service was chargeable. At the completion of the main charging period we saw 89.9% of customers that had previously used the service rejoin.
	SK 503 All Crime rate	44.48	No Target	52.55	Y	These results are based upon incidents per 100,000 population this is a 15% reduction on the previous year. This is lower than Lincolnshire County Council (52.6 incidents per 100,000)
	SK 507 Number of parks with "green" flag status (includes new & maintained status)	1	No Target	-	-	We have been working towards achieving "Green" flag status in Wyndham Park, Grantham. This accolade was awarded during the summer of 2012.





Promote leisure, arts and culture

	Code & PI Description	2012/13	Annual Target	2011/12	Have we improved?	Update
		Results	2012/13	Results		
	SK 453 Number of visits through our leisure centres	786,144	700,000	755,644	Y	The number of visits through our leisure centres for 2012/13 has increased by 3.9% when compared to the previous year, this is a good reflection on the sustained use of our leisure centres during a challenging economic climate.
	SK 508 Total number of visitors that attend events/ shows at SKDC Arts Centres	92,765	No Target	-	-	We have seen well attended events, films and an increase in room hire during the year. However, this is not a complete throughput figure as it does not include general users such as people viewing exhibitions, guests to weddings/functions, coffee shop customers and tourists etc.
	SK 510 Information from key tourist sites eg: Belton, Burghley etc (footfall)	423,857	No Target	368,039	-	This is based on our three main visitor attractions in the district: Belton House visitor numbers: 293,924 Woolsthorpe Manor visitor numbers: 34,533. Burghley House visitor numbers: 95,400




	Code & PI Description	2012/13	Annual Target 2012/13	2011/12	Have we improved?	Update
		Results		Results		
	SK 512 Total footfall at key events/festivals where SKDC has invested resource (i.e. Gravity Fields)	46,600	No Target	-	-	The Gravity Fields Festival took place in Grantham celebrating the life and work of Sir Isaac Newton. The event had different types of participants taking part: 113 artists, 1100 community /college students, 37,000 live audience and 8000 online/social media.







Support good housing for all

	Code & PI Description	2012/13	Annual Target 2012/13	2011/12	Have we improved?	Update
		Results		Results		
	SK 449 Number of days of total "void" lettings and repairs	26.29	29	30.42	Y	This measure help us to ensure that when one of our properties becomes vacant that the time taken to re let is carried out in a timely manner. Year on year we have managed to reduce this down by 4.13 days.
	SK 529 % of SKDC housing stock that meets the national Decent Homes Standard See graph on page 1	98%	97%	96%	Y	The decent homes figure has exceeded target to reach 98% which reflects the various refurbishment programmes which have been undertaken during 2012/13.
	NI 154 Net additional homes provided	510	No Target	474	Y	There have been 7% more new homes completed over the past year when compared to 2011/12. However this is dependent on activity in the housing market and the continuing impact of the economic climate.
	SK 516 Total number of private sector properties brought back into use	13	No Target	-	-	This relates to the number of private sector landlords that have been awarded a grant from our Empty Homes Fund scheme and where properties have been returned back into use.
	SK 523 Number of private sector rented properties that have been improved through advice or intervention	106	No Target	-	-	106 private rented properties have been improved were advice or intervention has taken place. 6 have been externally insulated 5 have been improved through decent homes funding 95 have had category 1 & 2 hazards resolved

	Code & PI Description	2012/13	Annual Target 2012/13	2011/12	Have we improved?	Update
		Results		Results		
	SK 528a Private sector average rent levels within Grantham (3 bedroom property)	£593	No Target	-	-	Compared to average rents in the Grantham area for a three bedroom property, the maximum amount of Housing Benefit that could be paid for these rental liabilities is £475.02. The average rental levels exceed the benefit cap (19.9% above).
	SK 528b Private sector average rent level within Bourne (3 bedroom property)	£593	No Target	-	-	Compared to average rents in the Bourne area for a three bedroom property, the maximum amount of Housing Benefit that could be paid for these rental liabilities is £549.99. The average rental levels exceed the benefit cap (7.3% above).
	SK 528c Private sector average rent levels within Stamford (3 bedroom property)	£713	No Target	-	-	Compared to average rents in the Stamford area for a three bedroom property, the maximum amount of Housing Benefit that could be paid for these rental liabilities is £549.99. The average rental levels exceed the benefit cap (22.9% above).
	SK 528d Private sector average rent levels within Market Deeping (3 bedroom property)	£746	No Target	-	-	Compared to average rents in the Market Deeping area for a three bedroom property, the maximum amount of Housing Benefit that could be paid for these rental liabilities is £549.99. For all of these measures the average rental levels exceed the benefit cap (26.3% above)

Well run council

	Code & PI Description	2012/13	Annual Target 2012/13	2011/12	Have we improved?	Update
		Results		Results		
	SK 534 Number of Complaints received	375	No Target	367	N	Our customer feedback procedures have been reviewed over the last year to ensure have we robust management information, its adding value to the organisation and enables us make necessary changes where needed to improve our services.
	Number of Compliments received	316	-			
	SK 538 % of projects completed	61.3%	No Target	-	-	During the last year 61.3% of our projects were completed following clear and concise reports setting out the benefits that were presented to our management team.

	Code & PI Description	2012/13	Annual Target 2012/13	2011/12	Have we improved?	Update
		Results		Results		
	SK 429 Number of days taken to determine major planning applications (end to end times)	156.2	90	87.16	N	The average numbers of days taken to determine planning applications have not met their targets. However, we identified during the course of the year a set of actions to improve performance. These actions are now starting to show improvements in our planning performance.
	SK 430 Number of days taken to determine minor planning applications (end to end times)	77.8	55	61	N	
	SK 431 Number of days taken to determine other planning applications (end to end times)	70.8	50	56.26	N	
	SK 432 Number of days taken to determine householder planning applications (end to end times)	52.3	45	50.91	N	
	SK 144 Working Days Lost Due to Sickness Absence	9.98	10.00	10.92	Y	
	SK 533 Customer overall satisfaction	Citizens Panel Results				We invited our customers to join our new Citizens Panel which consists of 1000 people. These are the results of a survey they took part in: 92% very or fairly satisfied with local area as a place to live 79% very or fairly satisfied with the way council runs things 75% use council owned car parks 64% use our parks, playgrounds and open spaces.



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