

OVERVIEW AND SCRUTINY MANAGEMENT BOARD

Date:- Friday, 3 March 2017 Venue:- Town Hall, Moorgate Street,
Rotherham.
Time:- 9.00 a.m.

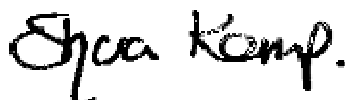
AGENDA

1. Apologies for Absence.
2. To consider whether the press and public should be excluded from the meeting during consideration of any part of the agenda.
3. To determine any item which the Chairman is of the opinion should be considered as a matter of urgency.
4. Declarations of Interest
5. Minutes of the previous meeting held on 17 February 2017 (Pages 1 - 11)
6. Questions from Members of the Public and the Press

ITEMS FOR PRE-DECISION SCRUTINY

In accordance with the outcome of the Governance Review, the following item is submitted for pre-scrutiny ahead of the Cabinet and Commissioners' Decision Making Meeting on 13 March 2017. Members of the Overview and Scrutiny Management Board are invited to comment and make recommendations on the proposals contained within the report.

7. Regeneration and Environment Fees and Charges (Pages 12 - 64)
8. Financial Inclusion Plan for Rotherham Council Tenants (Pages 65 - 89)
9. Date and time of next meeting - Friday 17 March 2017 at 9.00 a.m.



SHARON KEMP,
Chief Executive.

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17th February, 2017

Present:- Councillor Steele (in the Chair); Councillors Albiston, Clark, Cowles, Mallinder, Sansome, Julie Turner and Walsh.

Apologies for absence:- Apologies were received from Councillors Allcock, Price, Short and Wyatt.

89. DECLARATIONS OF INTEREST

Councillor Mallinder declared a personal interest in Minute No. 93 (Adult Services Budget Monitoring report) as she was the Council's Carers' Champion.

90. QUESTIONS FROM MEMBERS OF THE PUBLIC AND THE PRESS

There were no members of the public and press present at the meeting.

91. EMPLOYEE PULSE SURVEY AND OTHER EMPLOYEE FEEDBACK

Councillor Alam, Cabinet Member for Finance and Corporate Services, and Shokat Lal, Assistant Chief Executive, introduced the summary of the findings from the Pulse survey and focus groups, subsequent staff briefing sessions and the management action taken so far to address the themes, ideas and suggestions raised.

The survey took place in May 2016 and focus groups held in June 2016 with questions focused on whether employees had seen improvements in the key areas previously identified and contained within Improvement Plans. Additional questions regarding Safeguarding were included to assess employee understanding and to gauge whether further training was required. A question relating to a range of health and wellbeing matters were also included to aid assessment against the Workforce Wellbeing Charter.

The response rate to the survey equated to 36% with 98 people attending one of the 13 focus groups. Appendix 1 of the report submitted was the action plan developed as a result of the themes, issues and ideas arising from employee feedback. The key themes identified were:-

- Job security and making the best use of skills when reshaping the Council
- Stability and visibility of the whole Senior Team
- Communication to more remote workers and during change
- Recognition for ideas and hard work
- The quality of PDRs
- Training and development availability to support succession planning and career development

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- Cross-Directorate working
- Health and wellbeing and work life balance
- Customer service

The report also set out actions completed since publication of the action plan.

There would be a full Employee Opinion Survey carried out in April 2017 which would enable a fuller assessment of employee perception and benchmarking with other public sector bodies/Councils.

Discussion ensued on the report with the following issues raised/clarified:-

- A cross-Directorate Managers Group was looking at the response to customer service and a refresh of the Customer Service First Policy.
- It was hoped that the next survey would bear out the work taking place with regard to how staff felt and addressing the issue of trust.
- The full employee opinion survey was a paper survey completed once a year across the whole workforce; the Pulse survey was electronic. Some of the frontline staff did not respond but were targeted in the focus groups.
- Timescales on the action plan should be specified rather than 1 (within 3 months), 2 (within 6 months) or 3 (12 months or more).
- Good managerial practice made a difference with regard to reducing sickness absence i.e. return to work interviews, support and looking at preventative measures. A programme was to be developed around how it would be managed going forward and look at the reduction of sickness absence.
- A number of things mentioned in the report related to good people management. The HR Team were spending time with managers reminding them of their responsibilities, the processes around how to manage, communicate and engage and how to deal with performance of individuals on an informal basis.
- Each Directorate received its own survey findings which the respective Directorate Leadership Teams were working their way through and developing corresponding action plans. There would be different challenges for different Directorates although there was not a vast amount in terms of the results across them.
- To assist with the qualitative aspect of the survey, as well as some of the frontline staff taking part in the focus groups, employees who had completed the survey were also invited to attend. The findings from the survey were put to the focus groups and asked did this feel right?

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Directors and Assistant Directors also carried out of specific work in the form of coffee chats and focus groups where they went directly to the workforce and discussed/raised issues to enable correlation against the survey.

- Approximately 13 focus groups had been held with an average 12-13 people attending each. There had been a further 7 Chief Executive and Leader briefings which had been attended by 250 employees. The 36% survey return rate was comparable with the industry standard but it was acknowledged that there were still 4,000 employees who had not responded.
- The challenge around Terms and Conditions had been put directly to the workforce and a further survey undertaken seeking ideas and suggestions with regard to finding the £2M budgeted saving. There had been a good response with over 1,300 employees responding.
- If staff were consistently given negative feedback with regard to services there would be no move from the blame culture. Was it not time to draw a line and use the strength and asset approach with staff as desired with the community? These comments would be fed back to the Senior Leadership Team.
- There was a detailed breakdown of sickness absences by Service area that could be supplied.
- There was a strong theme of employees feeling it was not one Council and did not know about some of the good news stories. The cross-Directorate Groups had been considering the issue of smashing the silos.
- As the Authority shrank there was a lot of work to be done on redesigning services and how employees worked e.g. use of technology.
- There was a Change Programme involving approximately 200 employees. Work was taking place currently around the workforce drivers with groups of managers coming together, looking at the drivers and what they meant for the Council. Moving forward it would include what would the Council be like, how would it operate and what it meant for them as managers in the organisation. The Brilliant Basics programme would also be run with some sessions being held so far with more to do including a communications tool kit/reinforcing communication tools managers should be using with the workforce, people management skills, performance management framework and planning and translate plans to the frontline workers

Resolved:- (1) That the key improvement themes emerging from employee feedback be noted.

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(2) That the action taken so far in response to employees' views be noted.

(3) That the forthcoming full Employee Opinion Survey be noted together with the need to ensure a structured approach to responding to the findings.

(4) That the action plans be amended to reflect the comments made at the meeting.

92. 2016/17 CORPORATE PLAN - QUARTER 3 PERFORMANCE REPORT

Councillor Alam, Cabinet Member Corporate Services and Budgeting, and Shokat Lal, Assistant Chief Executive, introduced the Quarter 3 performance report of the 2016/17 Corporate Plan.

The performance report and scorecard (Appendix A and B) provided an analysis of the Council's current performance against 14 key delivery outcomes and 102 measures (the Corporate Plan included 86 measures however a number included different elements). The report was based on the current position of available data along with an overview of progress on key projects and activities which also contributed towards the delivery of the Corporate Plan.

At the end of the third quarter (October-December, 2016), 25 measures were progressing above or in line with the target set. Although this represented 24.3% of the total number of measures, performance showed that 43.9% of measures which had data available for the first quarter were on target. 28.1% (16) of the performance measures measured had not progressed in accordance with the target set (15.5% overall).

Attention was drawn to Appendix B – Corporate Plan dashboard. The relevant Directorate representatives reported on the red flags indicators that had been off track in Q2 and still off track in Q3 as follows:-

Red Flag Areas

- 5.D2 (days lost per FTE) Work was taking place including an action plan. A Sickness Steering Group had been established consisting of Trade Union representatives, Elected Members and officers focussing on improved return to work interviews, Occupational Therapy referrals, implementing Workforce Wellbeing Charter. There was recognition within the Senior Leadership Team that work was required around sickness absence.
- 5.D3 (Reduction in Agency cost) The 2016/17 Indicator had been a 10% reduction in agency costs – there had been a 44% increase. Work was taking place with a detailed report being prepared Directorate by Directorate on agency spend.

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- 1.A3 (% children who had a social care concern raised within 12 months of the last concern ending (re-referrals). The January data was now below the corporate target that had been set and below the national average for re-referrals of children into social care - 22.7%. This had been due to the impact of some of the further training and development work that Members had supported for the Social Work workforce.
- 1.A4 (% children who are subject to repeat child protection plans). This was continuing to rise but it was hoped that the achievement of Signs of Safety in April 2017 would start to address this. It was expected that by the end of 2017 there would be a difference for those children that were subject to repeat plans
- 1.C4(b) (% of triaged referrals that were assessed within 3 weeks). There had been further work with the CAMHS Service to improve performance and there had been improvement around the emergency cases that they received. However, there was still a need for improvement for the non-emergency cases. Children's Mental Health and Mental Health Services were under huge scrutiny nationally due to the issues around their improvement journey. Locally there was an improvement in performance but it was slow. Work was taking place an example of which was pooling budgets with CAMHS to ensure driving forward on some of the priority groups resulting in CAMHS now agreeing that Children in Care received priority. Work was continuing as to how help and support Early Help intervention to prevent some of those children being on the waiting list at all. The Clinical Commissioning Group was the primary commissioners of CAMHS.
- S.B5 (number of carers assessments) Work had included review of the target level, what should be achieved in 2017/18, the pathway, meeting carers and issues in the Carers Assessments.
- 4.B4 (number of new affordable home ownership units started in year) Currently under target. Moving into the new financial year, there was a work plan for strategic acquisitions to increase numbers and, with the recently announced Government funding, the new Regeneration and Housing Board would hopefully achieve the target.

Discussion ensued on the report with the following issues raised/highlighted:-

- Acknowledgement that the process was not perfect as yet but clarity required as to which Indicators were improving and those that were off target.
- Process for the 2017/17 Corporate Plan was underway focussing on the Indicators that could be reported upon on a frequent basis.

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- The Indicators were decided by the Cabinet Members, in particular the priority measures, working closely with Strategic Directors.
- Acknowledgement that the report format was very difficult to read and inability to drill down into the issues. If a performance measure had improved then it should state why there had been an improvement and if/how it could be transferred to an area that was not performing. If an area had failed in 2 quarters an explanation was required as to why. It was also felt that the narrative was inconsistent with the Indicator marks.
- Indicators were marked as to their rating by the Performance Lead Officer for each Directorate which was then challenged by the Assistant Chief Executive's Directorate.
- Have you got the right measure to scrutinise and measure performance?
- Future reports should clearly set out where performance had failed, who owned it, what the actions would be to rectify the situation with associated timescales and, if the Indicator had failed over more than 1 quarter, it should be red flagged.
- Regionally Rotherham sat in the middle with regard to delayed discharges. The LGA had offered to conduct a review of the pathway.
- A weekly report was received from the hospital on delayed discharges and the reasons i.e. social delay, waiting for equipment/therapy or family choice.

Resolved:- (1) That the overall position and direction of travel in relation to performance be noted.

(2) That the performance reporting timetable for 2016/17 be noted.

(3) That the comments made at the meeting with regard to the format/language used in the report be taken into consideration.

(4) That a report be submitted in 9 months on sickness absence.

(5) That a report on agency spend be submitted in March, 2017.

93. ADULT SERVICES BUDGET MONITORING REPORT - BUDGET PRESSURES IN RELATION TO PHYSICAL AND SENSORY DISABILITY SERVICES

Councillor Roche, Cabinet Member for Adult Social Care and Health, supported by Anne Marie Lubanski, Strategic Director for Adult Care and Housing, and Nathan Atkinson, Assistant Director, Strategic Commissioning, introduced the report which highlighted the budget

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pressures and actions being taken in relation to Physical and Sensory Disability Services, as part of the overall Adult Care budget.

There was a forecast overspend after management actions of £1.341m against a net revenue budget of £4.997m for Physical and Sensory Disability Services. The main budget pressures were due to the increase in demand for services mainly in respect of direct payments, domiciliary and residential care. These pressures were being partly reduced by forecasted underspends within day care services and equipment and adaptations.

A number of management action plans to mitigate budget pressures had been implemented in order to reduce the budget pressures. There were pressures on the residential and nursing care budgets as a result of a significant increase in 2015/16 combined with a loss of Continuing Health Care income contributions. There were currently 42 placements within the independent sector with the average gross cost of a care package being £845 per week.

It was noted that there had recently been a LGA review of commissioning in Rotherham's Adult Social Care and a separate review of the ASC budget. They resoundingly concluded that Adult Social Care was extremely well led by the management team and that it was better than the Authority thought it was in comparison with other local authorities. Work would continue on the overspend.

Discussion ensued with the following issues raised/clarified:-

- The client base had increased by 1/5th this year
- Capacity was a real issue
- There had been 19 new entrants to the Direct Payments Service over the last 12 months. The big focus was to ensure the principles of self-directed support were correct making sure that the assessments/budget allocation/principles were right. The Practice Challenge Group ensured compliance with Care Act requirements and making the best use of the resources available.
- As people reached their 50's and above they started accessing the services (the numbers were quite small for the young cohort (18-24)). It tended to be people that had been living with long term conditions who had hit a trigger point that required more help. The offer for the high cost placements tended to be the more complex cases who received a multitude of services. Within the Physical Disability cohort although there were 430 customers they were accessing 587 different services.

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- Early Intervention and Prevention were key and was where funding needed to be invested. An announcement was awaited as to the 2017/18 Better Care Fund monies but hopeful that it would be significantly increased. The Adult Care Transformation Plan and journey had built in a number of the principles that may not have been as extensive and robust historically as they needed to be. Part of the challenge was to find the financial headroom to get the monies to invest and the Better Care Fund was an excellent example of where you could tap into that but also work with the voluntary sector and lever in 3rd party finance.
- The Rotherham Place Plan was still very much a high level strategy document. It did contain within it an implementation plan with the challenge of making it real.
- The mood nationally and of the Care Act was to reduce residential care. Local Authority provided residential care but was more expensive than the private sector partly due to the higher staffing levels.
- There was a big focus to really understand who the Authority's customers were, looking at trend analysis and predicting where the demand would come from and use that intelligence to inform activity and future budget projections/setting. Liquid Logic was aligned to the finances so was able to look at real time activity and marry it to finances.
- There would always be a need for an element of residential care and nursing beds but it was about managing the market properly and ensuring they were the right type of care homes, with the right ethos and values and delivering the right type of care. Rotherham had a high number of care homes in the Borough; a large prevalence of those delivering learning disabilities and a large proportion for older people which just dealt with residential. In the future it was probable that there would be a need for nursing care homes and required engagement with the independent sector/providers to encourage them to develop the right type of service

It was noted that at the Cabinet/Commissioners' Decision Making Meeting on 13th February it had been agreed that there be a reduction in the maximum charge for residents in the 3 Local Authority homes.

Resolved:- That the latest financial forecast against budget for 2016/17, the demographic pressures facing Physical and Sensory Disability Services and the actions taken to mitigate the budget pressures be noted.

94. CYPS BUDGET MONITORING REPORT - LOOKED AFTER CHILDREN AND CARE LEAVERS SUFFICIENCY STRATEGY 2017-2021

Councillor Watson, Deputy Leader, reported that the Looked After Children and Care Leavers Sufficiency Strategy had been developed in line with the duty to provide or procure placements for Children Looked After (CLA) by the Local Authority. This included a duty of 'sufficiency' that required Local Authorities and Children's Trust partners to ensure that there was a range of sufficient placements which met the needs of children and young people in care and to take steps to develop and shape Service provision to meet the needs of all children and young people in care at a local level as far as it was reasonably possible.

The Strategy set out how Rotherham's Children's Services would fulfil its role as a Corporate Parent and meet its statutory duty by providing good quality care, effective parenting and support to children and young people in and leaving its care.

The outcome of the Strategy would be to safely and appropriately reduce the number of young people requiring care by the Local Authority, responding to the challenges identified and improving outcomes for children.

It was expected that the 'one market' approach to the commissioning and provision of secure, safe and appropriate accommodation and support to children in care and care leavers over the next 4 years together with the strategic intentions of the Strategy would provide significant cost avoidance and opportunities for savings and were essential to the sustainability of improved outcomes and the budget.

It was noted that there had been a "spike" in the last 12 months nationally as well as Rotherham's improved service and getting better at identifying risk. In December 2016 more children had come into care through the Court system than any month previously. The current number was 484 compared to 424 April 2016.

Actions had been taken as part of the Sufficiency Strategy with less children now in residential care. The number of inhouse foster carers had increased with 21 recruited against the target of 16 and 38 enquiries in January 2017.

The Strategy hoped that in the short to medium term the numbers would reduce, however, other factors such as poverty could influence the figures.

Discussion ensued with the following issues raised/clarified:-

- Part of the work of the Child Centred Working Group was to look at child poverty strategies.

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- There was concern about the reduction of beds provided for care leavers when assessing whether they would be able to live either on a semi-independent basis or on their journey to independence. However, what was being seen in Rotherham and nationally was a high number of looked after children wanting to stay with their foster carers. “Staying Put” allowed children that had grown up in foster care to stay with their foster carers until the age of 21 in the first instance. In the longer term, if the fostering was correct and there was firm attachment between the child(ren) and their foster carers, there would be less need for semi-supported housing sector provision. There was still the internal alternative provision (Hollowgate) which would be used more flexibly and a range of drop-in provision developed. Regular consultation took place with the Care Leavers’ Forum.
- It was believed that the pressures would reduce because of the proposals previously considered by the Board which had all been evidence based i.e. the Edge of Care Service, Early Help, Signs of Safety working model and Family Group Conferencing. All had been used in other areas and had reduced demand for care.

Resolved:- That the Looked After Children and Care Leavers Strategy 2017-21 be noted.

95. ISSUES REFERRED FROM THE AREA ASSEMBLIES

No issues had been referred.

96. YOUTH CABINET/YOUNG PEOPLE'S ISSUES

Board Members were reminded that the Children’s Commissioners Take Over Day was to be held on Tuesday, 21st February, 2017, commencing at 3.30 p.m.

97. MINUTES OF THE PREVIOUS MEETING HELD ON 3RD FEBRUARY, 2017

Resolved:- That the minutes of the meeting held on 3rd February, 2017, be approved as a correct record of proceedings.

98. WORK IN PROGRESS

Health Select Commission

Councillor Sansome, Chair, reported at the last meeting the agenda had included:-

- Overview of Adult Social Care Development Programme and the Better Care Fund
- Update on Community Transformation and Integration at The Rotherham Foundation Trust

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- Briefing on the Schools' Mental Health Pilot – 6 Members and 1 Co-optee would be taking part on monitoring visits to the participating schools
- The Commission had submitted a collective response to the proposals of the Commissioners Working Together Programme regarding Hyper Acute Stroke and Children's Anaesthesia
- Commission Members had been requested to participate in the Learning Disabilities consultation that was underway

Improving Lives Select Commission

Councillor Clark, Chair, reported that at the last meeting the agenda had included:-

- Early Help
- Children and Young People Lifestyle Survey
- Review Group established looking at alternatives for Children and Young People's Services. It was hoped that the report would be finalised in March/April
- The next meeting would consider SEN and Disabilities

Improving Places Select Commission

Councillor Mallinder, Chair, reported that at the last meeting the agenda had included:-

- Housing Allocations – 6 recommendations with codicils with regard to Housing and Bereavement Team and mandatory training around new tenancies
- Future meeting to look at the Waste Review and discussions/presentation from the Rotherham Economic Growth Board
- Site visits for Maltby Cemetery and Crematorium with Dignity
- Visit to Lambeth Council at invitation of LGA mentor to look at their Scrutiny
- Identified some areas for the work programme

99. CALL-IN ISSUES - TO CONSIDER ANY ISSUES REFERRED FOR CALL-IN

No issues had been referred.

100. DATE AND TIME OF NEXT MEETING - TUESDAY, 21ST FEBRUARY, 2017 AT 3.30 P.M. (CHILDREN'S COMMISSIONER TAKEOVER DAY)

It was noted that the next meeting would be on Tuesday, 21st February, commencing at 3.30 p.m. for the Children's Commissioner Takeover Day.

Summary Sheet

Council Report

Cabinet and Commissioners' Decision Making Meeting – 13 March 2017

Title

Regeneration and Environment Directorate – Fees and Charges 2017-18

Is this a Key Decision and has it been included on the Forward Plan?

Yes

Strategic Director Approving Submission of the Report

Damien Wilson – Strategic Director – Regeneration and Environment

Report Author(s)

Jon Baggaley – Finance Manager – Regeneration and Environment and Capital,
Ext. 54516 Jonathan.baggaley@rotherham.gov.uk

Ward(s) Affected

All

Summary

To consider proposed fees and charges for the Regeneration and Environment Directorate for 2017/18 and beyond.

Recommendations

1. That approval be given to the:
 - a) Proposed fees and charges for the Planning and Building Control Service as set out in Appendix 1.
 - b) Proposed fees and charges for Leisure and Green Spaces as set out in Appendix 2.
 - c) Proposed Building Regulation charges as set out in Appendix 3.
 - d) Proposed Market Service and Borough Fairs Charges as set out in Appendix 4.
 - e) Proposed Community Protection charges as set out in Appendix 5.
 - f) Proposed Library, Customer Services, Theatre Services and Heritage Service charges as set out in Appendix 6.
 - g) Proposed Commercial Waste charges as set out in Appendix 7.
 - h) Proposed Business Regulation charges as set out in Appendix 8.
 - i) Proposed Pest Control charges as set out in Appendix 9
2. That, subject to the approval of the Strategic Director of Regeneration and Environment or the appropriate Assistant Director within Regeneration and Environment, officers be given flexibility on prices charged in respect of areas

of commercial activity, to allow the Council to retain and attract business where necessary.

3. That, subject to the approval of the Strategic Director of Regeneration and Environment or the appropriate Assistant Director within Regeneration and Environment, officers be given flexibility to introduce promotional discounts and negotiate individual charges to meet the needs of the business.

List of Appendices Included

- Appendix 1 – Planning Service and Building Control – Property Search Fees / Charging for Property Addressing and Development Management Enquiry Fees
- Appendix 2 – Leisure and Green Spaces Fees and Charges
- Appendix 3 – Building Regulation Charges
- Appendix 4 – Market Service and Borough Fairs Charges
- Appendix 5 – Community Protection Charges
- Appendix 6 – Library, Customer Services, Theatre Services and Heritage Services Charges
- Appendix 7 – Commercial Waste Charges
- Appendix 8 – Business Regulation Charges
- Appendix 9 - Pest Control Charges

Background Papers

None

Consideration by any other Council Committee, Scrutiny or Advisory Panel

None

Council Approval Required

No

Exempt from the Press and Public

No

Title :

Regeneration and Environment Directorate – Fees and Charges 2017-18

1. Recommendations

1.1 That approval be given to the:

- a) Proposed fees and charges for the Planning and Building Control Service as set out in Appendix 1.
- b) Proposed fees and charges for Leisure and Green Spaces as set out in Appendix 2.
- c) Proposed Building Regulation charges as set out in Appendix 3.
- d) Proposed Market Service and Borough Fairs Charges as set out in Appendix 4.
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- g) Proposed Commercial Waste charges as set out in Appendix 7.
- h) Proposed Business Regulation charges as set out in Appendix 8.
- i) Proposed Pest Control charges as set out in Appendix 9

1.2 That, subject to the approval of the Strategic Director of Regeneration and Environment or the appropriate Assistant Director within Regeneration and Environment, officers be given flexibility on prices charged in respect of areas of commercial activity, to allow the Council to retain and attract business where necessary.

1.3 That, subject to the approval of the Strategic Director of Regeneration and Environment or the appropriate Assistant Director within Regeneration and Environment, officers be given flexibility to introduce promotional discounts and negotiate individual charges to meet the needs of the business.

2. Background

2.1 Section 93 of the Local Government Act 2003 provides powers for Local Authorities in England to make charges for discretionary services. In addition, some services have a prescribed fee structure, where Government set the fee level annually.

2.2 As part of the development of the Council's 2017/18 Revenue Budget, all services within the Regeneration and Environment Directorate have undertaken a review of their existing fees and charges. The review has taken account of the Council's Fees and Charges policy, the aim of which is to provide a framework for a consistent approach in setting, monitoring and reviewing fees and charges across the Council. The policy ensures that fees and charges support Council priorities and objectives and are set at a level that maximises income generation where it is appropriate to do so.

- 2.3 In recommending the appropriate fees and charges, consideration has been given to:-
- Current levels of business and associated income
 - Customer feedback
 - The cost of implementing any changes
 - Changes in costs of managing and delivering each service
 - The likely impact of any price increase in the demand for each service
 - Proposed changes in core revenue support to the service
 - Current review of services and associated consultation
- 2.4 Development of income generating activity is becoming an increasingly vital part of the Council's response to budget savings. As Central Government phases out its revenue grant support to local authorities, all councils will need to maximise income generation opportunities in the future, in order to ensure that they can continue to deliver key services to the public.

3. Key Issues

- 3.1 The annual review of fees and charges is an important part of the budget process, as it has a direct impact on the amount of income received by services. Income from fees and charges is key to ensuring that the level of resources are available to maintain service delivery, at a time of pressure on core revenue budgets.
- 3.2 The proposed fees and charges are reflected in the budget savings proposals included in the Council's Budget and Council Tax setting report, which was approved by Council at its meeting of the 8th March 2017. The charges for each service within Regeneration and Environment are presented in Appendices 1 – 9. Where no increases are proposed to charges in 2017/18, charges will remain at the amounts approved by Cabinet and Commissioners' Decision Making Meeting on the 14th March 2016. Within the proposed fees and charges, the following changes are specifically highlighted.
- 3.3 **Planning and Building Control Service** (Appendix 1) – It is proposed to introduce a new charge for property addressing. The proposed fees are intended to cover the cost of officer working hours, correspondence with relevant authorities and officiated bodies, production of plans and integration of naming and numbering into the Council's GIS systems. The charges proposed reflects actual officer time taken to complete the tasks and can be directly compared to neighbouring Local Authorities. Income from the proposed fees is reflected in the Regeneration and Environment Savings proposal 13(a). Property Search Fees have been reviewed, following the Law Society updating the current standard and optional Enquiries of Local Authority (Con29 and Con290) to include 34 new questions. The new fee proposals reflect the additional questions and an assessment of the extra officer time required and are based on the actual cost of providing and maintaining the information, as directed by the Local Authorities (England) (Charges for Property Searches) Regulations 2008. Additional income from the proposed fees is reflected in the Regeneration and Environment Savings proposal 13(b).

3.4 **Leisure and Green Spaces** (Appendix 2) - Fees and charges have been reviewed in the context of the known demand for individual services. As a result, a number of charges have been held at existing levels and others have been increased by at least the rate of inflation. Charges are applied for the 2017/18 financial year; however, there are several exceptions to this:

- Charges for Wedding Packages in Clifton Park have been held at 2016/17 levels. This is a relatively new service that is being developed in response to growing demand, following the relocation of wedding ceremonies from the Town Hall to Clifton Park Museum. Rates charged by other venues in the area have been reviewed, and the charges at Clifton Park are competitive, whilst ensuring that all necessary costs are covered. Approval is sought to set such charges not only for 2017/18, but also for 2018/19. This is because bookings for weddings may be received many months in advance. A number of additional extras have been removed from the offer as a result of a lack of customer demand.
- In respect of the car parking tariff at Clifton Park there have been no changes to charges for up to 3 hours parking over the summer holiday period; 15th July to 11th September. Car park charges for over 3 hours during this period and for the remainder of the year have been increased to reflect demand for this service.
- A separate report on allotment rents was considered at the Cabinet and Commissioners Decision Making Meeting of the 13th February 2017, and the recommendation to increase rents by 2.2% was approved. Allotment rents are set one year in advance. This allows letters to be sent to tenants giving them 12 months' notice of any increase, as required by allotment legislation.

3.5 **Building Regulation Charges** (Appendix 3) – A number of core Building Control Application Fees have been reviewed and are proposed to be increased for the first time since April 2014. The additional income that this will generate is reflected in the 2017/18 savings proposal; EDS 4. The Council is in competition with the private sector in the delivery of this service, so is mindful of its positioning in the market place when setting these fees. The existing charges are attached as Appendix 3b for information.

Changes are also proposed for Regularisation Applications and Inspections fees, to reflect the officer time and resources spent on these.

3.6 **Market Service and Borough Fairs Charges** (Appendix 4) – Market Service charges have been reviewed in the context of current occupancy levels at the Centenary Market Hall, comparisons with neighbouring authorities and the trading performance of the Tuesday Street Market and the Outdoor Covered Market. Occupancy rates in the Centenary Market Hall are currently at 87%, which is the highest rate for the last 2 years. However, footfall continues to decline, by 7.5% in 2016, so it is recommended that rents for the Centenary Market Hall remain frozen for 2017, to ensure that the Market Service remains competitive and attractive to new businesses. However, an increase of £2.10 (10.6%) for Tuesday Street Market Casual Traders is proposed, to reflect the popularity of this market. In addition, in respect of Borough Fairs Charges, Appendix 4b, a 5% increase is proposed, to reflect the fact that charges have been frozen in recent years.

- 3.7 **Community Protection Charges** (Appendix 5) – Changes to the Housing Licensing fee structure were made in 2016/17, following guidance issued by the Local Government Association in 2015, which required local authorities to re-structure how it charges for some services. This included licences issued under the Housing Act 2004. With the exception of charges for Houses in Multiple Occupation (HMO), which it is proposed will increase by 1% to reflect salary cost increases, it is not proposed to increase any of the other charges in this area.

With regard to Consultation Fees, following Local Government Association guidance, the charge levied in 2017/18 will be the appropriate hourly rate for the officer carrying out the work. Consequently, the costs charged are variable on the type, extent and time taken. Fees in respect of Local Air Pollution Control (LAPC), are prescribed by Department of Environment Food and Rural Affairs. Whilst consultation has not taken place for 2017/18, levels will continue to be frozen to reduce the financial burden on industry.

- 3.8 **Library, Customer Services, Theatre Services and Heritage Services** (Appendix 6) - With regard to Heritage Services (Appendix 6a), it is proposed that the majority of these charges will remain static in order to improve take up of these services. A small number of charges in respect of research enquiries have been increased by 15p for 15 minutes, to reflect the cost of officer time. Fees in respect of the reproduction of images from our collections has been increased by around 2%. There are also two charges which have been decreased to bring them into line with other photocopying charges. This has come from customer feedback and low take up.

Registration Services are able to set fees on a cost recovery only basis, for any non-statutory services they deliver and for certain statutory services they deliver in accordance with the Local Government Act 2000 (powers to local authorities to promote economic, social and environmental well-being within their boundaries). It is therefore proposed to increase fees on a cost recovery basis (Appendix 6b) from 1st April 2017. In addition, it is proposed to introduce a ceremony and booking fee, in line with other neighbouring authorities, from 1st April 2017. Further, it is proposed to rationalise the statutory ceremony offering to every Thursday to generate efficiencies and reduce income loss.

Library and Customer Services, it is proposed that there are no changes to the fees and charges agreed and implemented in April 2015, pending implementation of the new service offer, following the consultation process and refresh of the Library Strategy.

With regards to Theatre Services, the fees and charges apply to theatre hire, equipment hire, specialist additional staffing support and ticketing. The negotiation of professional contracts remains outside the scope of these charges and will continue to be negotiated by Theatre management. In addition, it is proposed to introduce a £1 ticket fee for professional show bookings, to recover administration costs.

- 3.9 **Commercial Waste Charges** (Appendix 7) – It is proposed to increase commercial waste charges by 2.5%. Within this the Service will be enabled to act flexibly within their pricing structure to retain and grow business. Commercial waste is seen as a key business opportunity for the Council, utilising the BDR Waste Facility for its disposal.
- 3.10 **Business Regulation Charges** (Appendix 8) - Where fees are not prescribed by legislation, the Council has the power to make charges for specific services. The Council sets fees for licences / permits / services on a cost recovery basis only. As officer / staff costs make up the majority of the fee that is charged, it is proposed that the fees for 2017/18 are increased in line with the 1% increase in staffing costs across the service (due to the recent pay award) – rounded up to the nearest whole pound. Therefore charges have generally increased by between £1 and £3.
- 3.11 **Pest Control Fees** – The proposed fees have been set to meet R&E savings proposal 26. The proposed fee increases are across a range of pest control services including rats, mice, moles, fleas, cockroaches, wasps nests etc. and there will be a review of these fees and charges in six months' time to consider the impact on the service and users which may need to be evaluated.
- 3.12 Recommendation 9 proposes that Council officers be given flexibility on prices charged in respect of areas of commercial activity, to allow the Council to retain and attract business, where necessary. In addition, it is recommended that Council officers be given flexibility to introduce promotional discounts and negotiate individual charges to meet the needs of the business. This will allow the Council to maximise its commercial income to support the Revenue Budget.
- 3.13 There are no proposals to increase fees and charges for Highways Services, Parking Services, Licensing and for the hiring of directly managed community buildings. A review of these charges will be undertaken in 2017/18 and proposals for 2018/19 brought forward in due course.
- 3.14 To process an application to temporarily close a road under the Traffic Regulations Act for a public event a fee of £525 is charged. To support Parish Councils when organising community events, when an application is received for an event which has been held previously, if the Traffic Management requirements have not changed, then the fee of £125 would not be charged for the Traffic Management evaluation and consultation element of the fee, as the officer time involved would be minimal. In 2015 and 2016, four such applications were received.

4. Options considered and recommended proposal

- 4.1 In each case consideration has been given to the following options:-
- Discontinuation of the charge, for example where the level of business has fallen to the point where the cost of collecting charges exceeds the potential income collectable.
 - Reducing or freezing charges, for example where an increase is likely to make the offer uncompetitive and lead to a loss of business.

- A small percentage increase, where this reflects increasing costs and, in some cases, an opportunity to generate sufficient income to gradually reduce net running costs.
- An increase well above the rate of inflation, for example where demand for a service is very high, and comparison with similar offers elsewhere suggests charges are lower than average.
- Introduction of a new charge, either where a new service has been introduced, or customer feedback suggests the need for a change in the way we charge for a service.

5. Consultation

- 5.1 The proposed fees and charges have been developed as part of the 2017/18 Revenue Budget proposals, in conjunction with Members and Commissioners.
- 5.2 Customer Surveys are undertaken with service users. These provide insight into numerous aspects of services, and any comments about value for money can be taken into account in setting next year's fees and charges.

6. Timetable and Accountability for Implementing this Decision

- 6.1 Most proposed fees and charges will take effect on 1st April 2017. However, the proposed charges for Theatre Services would start on 1st September 2017 in line with the programming of the Civic Theatre.
- 6.2 Managers of the relevant facilities and services within the appropriate Services will be responsible for the implementation of the recommended fees and charges.

7. Financial and Procurement Implications

- 7.1 The proposed increases are designed to generate the levels of income required to operate services within available budgets. Where changes are expected to increase the overall level of income, then this will be taken into account in the profiling of 2017-18 budgets.
- 7.2 With regards to Theatre Services, for non – vat registered organisations, the fees and charges shown are **inclusive** of VAT (where applicable). For VAT registered organisations, the fees and charges shown are **exclusive** of VAT.
- 7.3 The proposal has no procurement implications.
- 7.4 The Council will ensure that income from fees and charges is collected and recovered, in accordance with the Council's collection and debt recovery policies.

8. Legal Implications

- 8.1 Both the Library Service and elements of the Archives and Local Studies Service are statutory.

- 8.2 The Public Libraries and Museums Act 1964 makes it the duty of every library authority to provide a “comprehensive and efficient library service for all persons desiring to make use thereof”.
- 8.3 Rotherham Archives and Local Studies is the appointed place of deposit for Rotherham’s public records.
- 8.4 Legal Services have approved the proposed Registration Services terms and conditions, which set out the cancellation fees and refund policy for ceremonies.
- 8.5 The Council controls certain activities taking place on the highway through licence agreements under The Highways Act 1980 and under the New Road and Street Works Act 1991.
- 8.6 Legal advice has been sought in relation to the introduction of charging for the property addressing service. By virtue of S.93 Local Government Act 2003, a Best Value Authority (an authority subject to the duties in sections 3 to 6 Local Government Act 1999) can charge for elements of naming and numbering functions which are discretionary.

9. Human Resources Implications

- 9.1 This report has no human resources implications.

10. Implications for Children and Young People and Vulnerable Adults

- 10.1 Discounted rates are available to children, young people and Rothercard holders for a range of services.

11 Equalities and Human Rights Implications

- 11.1 This report has no equalities or human rights implications.

12. Implications for Partners and Other Directorates

- 12.1 Where appropriate, any implications have been discussed with partners e.g. delivery of services within Clifton Park and Museum.

13. Risks and Mitigation

- 13.1 Any cost increase can have an adverse impact on levels of business, and this can make it difficult to meet income targets.
- 13.2 Service Managers will continue to monitor usage and customer feedback as appropriate, and take this into consideration in future reviews of fees and charges.

14. Accountable Officer(s)

Damien Wilson – Strategic Director – Regeneration and Environment

Appendix 1 – Planning and Building Control Service**Charging for Property Addressing**

It is proposed to introduce a charge for property addressing the fees would apply to:-

1. Allocating a name to a street;
2. Allocating a number to a property;
3. Revising property numbers after a schedule has been issued;
4. Changing or allocating a house name;
5. Issuing a retrospective address confirmation letter.

FEES

Function	Charge			
New Street Naming (per	£60			
New Properties on New	Number of properties			
New Property Addresses on an Existing Street	1	2-5	6-10	Over 10
	£45	£75	£100	£190 + £1 per property
Re-addressing after Notification	£5 per property			
Change (or allocate) House Name	£35			
Letter of Confirmation of Address	£35			

Proposed Increase of Property Search Fees

The proposed increase has been calculated to reflect actual officer time in maintaining and extracting information from the non-public local land charges registers to respond to Local Land Charge Searches (as 34 additional questions have been added to the "Con 29" search forms)

Type of search	Current charge	Proposed fee	notes
Search of information held by the Council on non-public registers (Con 29)	£51	£93.60 (inc VAT)	To reflect officer time and additions 34 questions
Extra parcels of land (for Con 29)	£1	£6 (inc VAT)	To reflect officer time
Search of Local Land Charge Register	£22	£22	To remain the same as no additional costs to provide.

Activity	2016/17			2017/18			% inc	comments
	Full	Conc/ Rothercard	Jnr. Rothercard	Full	Conc/ Rothercard	Jnr. Rothercard		
HERRINGTHORPE ATHLETICS STADIUM*							full	
Arena Hire full day (7 hours)	£350.00	N/A	N/A	£360.00	N/A	N/A	2.86%	
Arena hire half day (3.5 hours)	£175.00	N/A	N/A	£180.00	N/A	N/A	2.86%	
Arena Hire (per hour)	£60.00	N/A	N/A	£62.00	N/A	N/A	3.33%	
Athletics	£3.80	£3.00	£2.30	£3.90	£3.10	£2.40	2.63%	
Season Ticket - Monthly	£21.00	£16.00	£10.50	£22.00	£17.00	£11.00	4.76%	
Season Ticket - Family Monthly	£36.00	£26.00	NA	£37.00	£27.00	NA	2.78%	
Regular bookings that meet criteria - exempt VAT:								
Track Centre Pitch	£87 (£72.50 VAT exempt)	N/A	N/A	£90 (£75VAT exempt)	N/A	N/A		
Track Centre Pitch with lights	£112 (£93.33 VAT exempt)	N/A	N/A	£115 (£95.83VAT exempt)	N/A	N/A		
Single 5-a-side Pitch	£36 (£30 VAT exempt)	N/A	N/A	£37 (£30.83 VAT exempt)	N/A	N/A		
Single 5-a-side Pitch with lights	£46 (£38.33 VAT exempt)	N/A	N/A	£47.50 (£39.58 VAT exempt)	N/A	N/A		
Multi-sports	£3.80	£2.80	£2.30	£3.90	£3.10	£2.40	2.63%	
In2Athletics	NA	£2.60	£2.30	N/A	£3.00	£3.00	15.38%	
Fitness Activities e.g. Yoga/Aerobics	£3.80	£2.80	£2.30	£3.90	£3.10	£2.40	2.63%	
Courses	£3.80	£2.80	£2.30	£3.90	£3.10	£2.40	2.63%	
School Visits (per pupil)	N/A	£2.60	N/A	N/A		N/A		
Birthday Party (max. 15 kids, 1.5 hours)	£50.00	£50.00	£50.00	£52.00	£52.00	£52.00	4.00%	
One to one Athletics coaching (max. 3 people, per 45 minutes)	£15.00	£15.00	N/A	£15.50	£15.50	N/A	3.33%	
Training/Meeting Room (per hour)	£10.00	N/A	N/A	£10.50	N/A	N/A	5.00%	
Training/Meeting Room (per hour) with refreshments	£21.00	N/A	N/A	£22.00	N/A	N/A	4.76%	
Training/Meeting Room (per hour) commercial rate	£21.00	N/A	N/A	£22.00	N/A	N/A	4.76%	
Training/Meeting Room (per hour) commercial rate with refreshments	£26.00	N/A	N/A	£27.00	N/A	N/A	3.85%	
Cancellation of Room/Hall bookings:								
Charge for room booking cancelled on day	100%	100%	100%	100%	100%	100%		
Charge for booking cancelled within the week	80%	80%	80%	80%	80%	80%		
Charge for booking cancelled within the month	50%	50%	50%	50%	50%	50%		
Cancellation of Track and centre pitch bookings:								
Charge for booking cancelled on day	100%	100%	100%	100%	100%	100%		
Charge for booking cancelled within the week	50%	50%	50%	50%	50%	50%		
COUNTRY PARKS								
THRYBERGH COUNTRY PARK								
Fly Fishing* (includes car parking fee)								
4 hours (2 fish)	£12.00	£10.00	N/A	£12.00	£10.00	N/A	0.00%	Fishing visits have been poor over the last two seasons so a price increase is probably counter productive, a review fo fishing is being carried out
Full day (2 fish)	£14.00	£12.00	N/A	£14.00	£12.00	N/A	0.00%	

Activity	2016/17			2017/18			% inc	comments
	Full	Conc/ Rothercard	Jnr. Rothercard	Full	Conc/ Rothercard	Jnr. Rothercard		
Season Permit unlimited visits 2 fish per visit	£190.00	N/A	N/A	£190.00	N/A	N/A	0.00%	
Float Tubing*								
Season Permit Float Tube Launch	£40.00	N/A	N/A	£40.00	N/A	N/A	0.00%	
Day Ticket Float Tube Launch	£4.00	N/A	N/A	£4.00	N/A	N/A	0.00%	
Boat Day	£10.00	N/A	N/A	£10.00	N/A	N/A	0.00%	
Boat 5 visits	£40.00	N/A	N/A	£40.00	N/A	N/A	0.00%	
Caravan/Camping*								
Fishing/Caravan 2 day consecutive package (for 1	£60.00	N/A	N/A	£62.00	N/A	N/A	3.33%	A small increase to keep up with inflation
Family Tent (per night)	£15.50	N/A	N/A	£16.00	N/A	N/A	3.23%	The aim has been to increase this to a more commercial rate it should be increased by similar amounts annually
Caravans, trailer tents & motorhomes (per unit per	£18.00	N/A	N/A	£19.00	N/A	N/A	5.56%	This is now at a realistic level following a number of years of small increases. The plan has been to differentiate between seasonal and daily rates
Awning	£2.50	N/A	N/A	£2.50	N/A	N/A	0.00%	
Rally Rate (per night)	£15.00	N/A	N/A	£15.00	N/A	N/A	0.00%	A new charge last yr so bi annual increase will occur to help build up a customer base
Seasonal Pitch (rate per night for six months)	£16.50	N/A	N/A	£16.50	N/A	N/A	0.00%	This has been frozen to help to differentiate between seasonal and daily charges
Long Stay (up to 21 days)	Full rate	N/A	N/A	Full rate	N/A	N/A		
Other Activities								
School Visits (per pupil)	£3.00	N/A	N/A	£3.00	N/A	N/A	0.00%	New business so building a customer base
Soft Play* (per child)	£2.00	N/A	N/A					New business so building a customer base
Car Parking*								
All Year Round (per day)	£1.50	N/A	N/A	£1.60	N/A	N/A	6.67%	A small increase to gain additional income and reflect improvements in the park
Disabled Parking	£1.00	N/A	N/A	£1.00	N/A	N/A	0.00%	
Minibus Day Rate	£3.00	N/A	N/A	£4.00	N/A	N/A	33.33%	Increased to reflect a more commercial rate
Car Parking - Season Ticket	£70.00	N/A	N/A	£75.00	N/A	N/A	7.14%	A small increase to reflect park improvements
car parking season ticket disabled	£30.00	N/A	N/A	£30.00	N/A	N/A	0.00%	This was only introduced last yr and will be increased bi annually
Joint car park pass TCP and UCP	£95.00	N/A	N/A	N/A	N/A	N/A		Discintinued
Scooter hire (2hrs)	£2.20	N/A	N/A	£2.20	N/A	N/A	0.00%	to be increased next year
ULLEY COUNTRY PARK								
Coarse Fishing*								
Season Ticket	£65.00	£45.00	N/A	£65.00	£45.00	N/A	0.00%	Charge went up by .20p last year
Day Ticket Full	£5.00	£3.50	N/A	£5.00	£3.50	N/A	0.00%	
Other Activities								
Hire of Multi-purpose Room (1 Hour) (non-VAT unless hired for a sporting activity)	£18.00	£18.00	N/A	£18.00		N/A	0.00%	
Car Parking*								
Car Parking - per day	£1.00	N/A	N/A	£1.00	N/A	N/A	0.00%	

Activity	2016/17			2017/18			% inc	comments
	Full	Conc/ Rothercard	Jnr. Rothercard	Full	Conc/ Rothercard	Jnr. Rothercard		
Car Parking - Season Ticket (per car)	£45.00	N/A	N/A	£45.00	N/A	N/A	0.00%	Issue with fishing machine means a number of seasonal tickets paid more than day ticket costs so an increase would deter new requests for season tickets
ROTHER VALLEY COUNTRY PARK								
Watersports* (from 8th February 2016)								
Includes VAT unless used for education/training								
Double Handed Dinghies (per 90 minutes)	£16.50	£11.00	£9.50	£17.00	£11.50	£10.00	3.03%	
Single Handed Dinghies (per 90 minutes)	£12.50	£8.50	£7.00	£13.00	£9.00	£7.50	4.00%	
Windsurfer (per 90 minutes)	£12.00	£8.00	£6.00	£12.50	£8.50	£6.50	4.17%	
Canadian Canoe (per 60 minutes)	£11.50	£9.00	£7.00	£12.00	£9.50	£7.50	4.35%	
Kayak Canoe (per 60 minutes)	£9.50	£7.00	£5.50	£10.00	£7.50	£6.00	5.26%	
Open Canoe (per 60 minutes)	£9.50	£7.00	£5.50	£10.00	£7.50	£6.00	5.26%	
Topo Due Canoe (per 60 minutes)	£10.50	£8.50	£6.00	£11.00	£9.00	£6.50	4.76%	
Rowing Boat (per 30 minutes)	£10.00	N/A	N/A	£11.00	N/A	N/A	10.00%	Increase due to demand
Pedal Boat (per 30 minutes)	£10.00	N/A	N/A	£11.00	N/A	N/A	10.00%	Increase due to demand
Electric Boats	N/A	N/A	N/A	£10.00	N/A	N/A	N/A	This is a new service at the Park
Wet Suit (session)	£6.50	£4.50	N/A	£6.80	£4.70	N/A	4.62%	
Wet Suit (per day)	£13.00	£9.00	N/A	£13.50	£9.50	N/A	3.85%	
Buoyancy Aid (per day)	£9.00	£6.00	N/A	£9.50	£6.50	N/A	5.56%	
Instructor /Supervisor (1:1 90 min lesson in any activity, cost now includes equipment) VAT exempt	£71.00	N/A	N/A	£75.00	N/A	N/A	5.63%	
Locker Tokens	£0.50	N/A	N/A	£0.50	N/A	N/A	0.00%	Most lockers are free
Powerboat Hire * (from 8th February 2016)								
Powerboat including Driver 0 - 4 hours	£530.00	N/A	N/A	£560.00	N/A	N/A	5.66%	
Powerboat including Driver 0 - 8 hours	£650.00	N/A	N/A	£690.00	N/A	N/A	6.15%	
Launch Fees* (from 8th February 2016)								
Private Launch - (Per Day)	£9.50	£6.50	N/A	£9.50	£6.50	N/A	0.00%	Due to the competitors prices.
Private Launch (within 3 hours of closure)	£6.00	£4.50	N/A	£6.00	£4.50	N/A	0.00%	Due to the competitors prices.
6 Month Private Launch Saver - Incl. Car Parking Fee	£180.00	£140.00	N/A			N/A		
10 Month Private Launch Saver - Incl. Car Parking Fee								
Storage & Launch Saver (launch1/3/10 to 19/12/10, 12 month storage)inc C/P	£345.00	N/A	N/A	£345.00	N/A	N/A	0.00%	
1 Month Private Launch Saver	£37.00	N/A	N/A	DELETE	N/A	N/A		Delete due to no sales and staff cuts
6 Months Jet Ski Launch Pass	£190.00	N/A	N/A	£200.00	N/A	N/A	5.26%	
1 Month Jet Ski Launch Pass (min. of 6 months to be purchased first)	£53.00	N/A	N/A	£56.00	N/A	N/A	5.66%	
Craft Storage* (from 8th February 2016)								
Boats per year - to include car parking fee	£210.00	N/A	N/A	£220.00	N/A	N/A	4.76%	
Cycle Hire * (From 8th February 2016)								
Cycle Hire Deposit (per cycle)	£5.00	N/A	N/A	£5.00	N/A	N/A	0.00%	
Cycle Hire Deposit (per group of over 6 people)	£30.00	N/A	N/A	£30.00	N/A	N/A	0.00%	
Cycle Hire (per hour)	£6.30	£5.30	N/A	£6.50	£5.50	N/A	3.17%	
Cycle Hire 2 hour	£10.50	£9.00	N/A	£11.00	£9.50	N/A	4.76%	
Cycle Trailers (per hour)	£5.00	N/A	N/A	£5.00	N/A	N/A	0.00%	
Cycle Trailers 2 hours	£8.50	N/A	N/A	£8.50	N/A	N/A	0.00%	
Dino Cycle	£16.50	N/A	N/A	£17.00	N/A	N/A	3.03%	
Dino Cycle Trailer	£11.00	N/A	N/A	£11.00	N/A	N/A	0.00%	Few sales on trailers

Activity	2016/17			2017/18			% inc	comments
	Full	Conc/ Rothercard	Jnr. Rothercard	Full	Conc/ Rothercard	Jnr. Rothercard		
Lake Hire (from 8th February 2016)								
Summer (March - Sept) - All Day Lake Hire *								
Sole use of Main Lake	£3,400.00	N/A	N/A	£3,600.00	N/A	N/A	5.88%	
Partial use of Main Lake	£1,600.00	N/A	N/A	£1,700.00	N/A	N/A	6.25%	
Hire of Northern Lake	£1,000.00	N/A	N/A	£1,100.00	N/A	N/A	10.00%	
Lake charges do not include equipment								
Winter (October - February) - All Day Lake Hire *								
Sole use of Main Lake	£1,600.00	N/A	N/A	£1,700.00	N/A	N/A	6.25%	
Partial use of Main Lake	£800.00	N/A	N/A	£850.00	N/A	N/A	6.25%	
Hire of Northern Lake	£550.00	N/A	N/A	£575.00	N/A	N/A	4.55%	
Lake charges do not include equipment								
Model Boating *								
Model Boating (per craft per day) *	£4.20	£3.00	N/A	£4.20	£3.00	N/A	0.00%	
Miscellaneous								
Powercraft Engine Test (per 30 minutes - from 8th February 2016)*	£45.00	N/A	N/A	£45.00	N/A	N/A	0.00%	Only 8 taken this year increased last year by £5
Diving Lake (per diver - from 8th February 2016)*	£10.50	N/A	N/A	Delete	N/A	N/A		Delete no use for 3 years
Windsurf Harness Hire (from 8th February 2016)*	£7.50	N/A	N/A	£7.50	N/A	N/A	0.00%	
Spraydeck hire (from 8th February 2016)*	£7.50	N/A	N/A	£7.50	N/A	N/A	0.00%	
Locker Tokens	£0.50	N/A	N/A	£0.50	N/A	N/A	0.00%	
Small meeting room hire (half day)	£60.00	N/A	N/A	£60.00	N/A	N/A	0.00%	
Small meeting room hire (full day)	£100.00	N/A	N/A	£100.00	N/A	N/A	0.00%	
Large meeting room hire (half day)	£110.00	N/A	N/A	£110.00	N/A	N/A	0.00%	
Large meeting room hire (full day)	£200.00	N/A	N/A	£200.00	N/A	N/A	0.00%	
Flip Chart Hire (on site only) per day*	£20.00	N/A	N/A	£20.00	N/A	N/A	0.00%	
P.A. Caravan (per day (on site only))*	£70.00	N/A	N/A	£70.00	N/A	N/A	0.00%	
Rotherham School Visits	£4.00	N/A	N/A	£4.00	N/A	N/A	0.00%	Increase by 50p last year. However there is a min of £80 per group.
School Visits (per pupil)	£4.00	N/A	N/A	£4.00	N/A	N/A	0.00%	
Lecture (by Ranger Staff on site) per hour (non-vat)	£100.00	N/A	N/A	£100.00	N/A	N/A	0.00%	
Events Fee *	£425.00	N/A	N/A	£450.00	N/A	N/A	5.88%	
Orienteering Maps *	£2.70	N/A	N/A	£2.70	N/A	N/A	0.00%	
Caravan and Camping *								
Caravan - Overnight (Organised events only)	£10.00	N/A	N/A	£10.00	N/A	N/A	0.00%	
Tents - Overnight (Organised events only)	£8.50	N/A	N/A	£8.50	N/A	N/A	0.00%	
Caravans (Daytime only)	£4.00	N/A	N/A	£4.00	N/A	N/A	0.00%	
Coarse Fishing								
Season ticket (ticket to expire at end of March)	£74.00	£50.00	N/A	£74.00		N/A	0.00%	Ulley £65
Per Day	£5.00	£4.00	N/A	£5.00		N/A	0.00%	None stocked and competitors around the area.
Car Parking*								
Car Parking (over 3 hours)	£5.00	N/A	N/A	£5.00	N/A	N/A	0.00%	Big increase last year.
Car Parking (within 3 hours of closure)	£3.50	N/A	N/A	£3.50	N/A	N/A	0.00%	
Car Parking - Orange / Blue Disabled Badge Holders	£2.50	N/A	N/A	£2.50	N/A	N/A	0.00%	
Car Parking - Season Ticket:*								
Purchased in April to June	£80.00	N/A	N/A	£80.00	N/A	N/A	0.00%	
Purchased in July to September	£60.00	N/A	N/A	£60.00	N/A	N/A	0.00%	
Purchased in October to December	£30.00	N/A	N/A	£30.00	N/A	N/A	0.00%	

BUILDING REGULATION CHARGES

Reference: BRCS 2017/03

Effective from date – 01 April 2017

All standard charges shown include 20.0% VAT except the Regularisation Application charge where VAT is not applicable (figures shown in brackets excluding VAT)

Table A – Standard Charges for Domestic Work

Category	Description of Works	Full Plans Application		Building Notice Application	Regularisation Application
		Deposit Fee	Inspect Fee		
1	Erection or extension of a detached/attached domestic garage or car port up to 50m ²	£300 (£250 ex VAT)	No charge	£300 (£250 ex VAT)	£500
Domestic Extensions					
2	Any extension with a total floor area not exceeding 10m ²	£390 (£325 ex VAT)	No Charge	£390 (£325 ex VAT)	£650
3	Any extension with a total floor area which exceeds 10m ² but does not exceed 40m ²	£180 (£150 ex VAT)	£330 (£275 ex VAT)	£510 (£425 ex VAT)	£850
4	Any extension with a total floor area exceeding 40m ² but not exceeding 60m ²	£180 (£150 ex VAT)	£450 (£375 ex VAT)	£630 (£525 ex VAT)	£1050
5	Any extension with a total floor area exceeding 60m ² but not exceeding 100m ²	£180 (£150 ex VAT)	£540 (£450 ex VAT)	£720 (£600 ex VAT)	£1200
Other Domestic Works					
6	The provision of one or more rooms in a roof space	£180 (£150 ex VAT)	£360 (£300 ex VAT)	£540 (£450 ex VAT)	£900
7	Conversion of a garage to a habitable room	£300 (£250 ex VAT)	No charge	£300 (£250 ex VAT)	£500
8	The replacement of windows, roof lights, roof windows and external doors in an existing dwelling.	£120 (£100 ex VAT)	No charge	£120 (£100 ex VAT)	£200
9	Re-roof of a domestic dwelling or external wall insulation cladding	£180 (£150 ex VAT)	No charge	£180 (£150 ex VAT)	£300
10	Installation of Solid Fuel Burning appliance	£360 (£300 ex VAT)	No charge	£360 (£300 ex VAT)	£600
11	Installation of controlled domestic electrical installation (by non-competent person scheme)	This figure is set by our nominated competent person Electrician. Please contact 01709 823847 for details and fees			

SAP, EPC and Thermal Assessment Service

We also provide a thermal assessment service for domestic extensions and residential properties for the purpose of demonstrating compliance with the requirements of Approved Document L.

For a quote contact us on 01709 823851 / 01709 823847 or email building.control@rotherham.gov.uk

All standard charges shown include 20.0% VAT except the Regularisation Application charge where VAT is not applicable (figures shown in brackets excluding VAT)

Table B – Standard Charge for New Dwellings - no more than 3 storeys

Number of dwellings	Full Plans Application		Building Notice Application	Regularisation Application
	Deposit Fee	Inspect Fee		
1	£180 (£150 ex VAT)	£540 (£450 ex VAT)	£720 (£600 ex VAT)	£1200
2+	Please contact Building Control on 01709 823841 or 01709 823847 for a fee quote			

Note: for 2+ dwellings, dwellings over three storeys or if the floor area of a dwelling exceeds 300m², the charge will be established on an individual basis determined by the amount of plan checking and inspection time involved.

Table C – Standard Charges for All Other Work

Category	Description	Charge based on estimated cost of work	Full Plans Application		Building Notice Application	Regularisation Application
			Deposit Fee	Inspect Fee		
1	(i) Non Domestic building work (ii) Domestic work not included in Table A or Table B	£0 - £1000	£180 (£150 ex VAT)	N/A	£180 (£150 ex VAT)	£300
2		£1001 - £5000	£270 (£225 ex VAT)	N/A	£270 (£225 ex VAT)	£450
3		£5001 - £10 000	£360 (£300 ex VAT)	N/A	£360 (£300 ex VAT)	£600
4		£10 001 - £25 000	£180 (£150 ex VAT)	£420 (£350 ex VAT)	£600 (£500 ex VAT)	£1000
5		£25 001 - £50 000	£180 (£150 ex VAT)	£540 (£450 ex VAT)	£720 (£600 ex VAT)	£1200
6		For projects where the estimated cost exceeds £50 000	The charge will be established on an individual basis determined by the amount of plan checking and inspection time involved . Please contact Building Control on 01709 823841 or 01709 823847 for a quote			

Type of Application Explained:

Full Plans Application: An application where plans & details form the deposit application and are checked for compliance with the Building Regulations before works commence on site.

Building Notice: An application where no plans or details are deposited in the application, but subject to works being carried out, such details maybe requested at a later date to substantiate the works being built on site.

Regularisation: Used to gain Building Regulation approval retrospectively – after the works have been started/completed.

For further details and broader information, visit our website www.rotherham.gov.uk

Guidance Notes on Building Regulation Fees

THE BUILDING (LOCAL AUTHORITY CHARGES) REGULATIONS 2010

The Guidance notes on fees outline the charges under the above regulations for applications submitted to Rotherham Council. If you are submitting to another Local Authority please check with the relevant Authority for their level of charges as these may differ from those attached.

1 Before you build, extend or convert, you or your agent must advise your local authority either by submitting Full Plans or a Building Notice. The fee payable depends on the type of work. If you have any difficulties calculating the fees, please contact us on 01709 823847.

2 Fees are payable as follows:

2.1 Full Plans You will pay a plan a fee at the time of submission to cover their passing or rejection. With Full Plans submissions, for most types of work, an inspection fee covering all necessary site visits will be payable following the first inspection. If the inspection fee is to be paid by another party other than the applicant, then written confirmation is required stating that this person is responsible for the payment of the account.

2.2 Building Notice The appropriate Building Notice fee is payable at the time of submission and covers all necessary checks and site visits. You should be absolutely sure you are going to build your project as no refund or part refund is permitted once your submission has been made.

2.3 Regularisation Certificate In respect of unauthorised building work, commenced on or after 1 November 1985, you will pay a regularisation fee to cover the cost of assessing your application and all inspections. **The fee is equivalent to double the Building Notice fee before VAT is applied.**

3 Table A: Fees for domestic small buildings, extensions, alterations etc. Where work comprises more than one domestic extension the total internal floor areas of all storeys of all the extensions on the application must be added together to determine relevant fee. If the extension(s) has a floor area greater than 100m² or where the estimated cost of the work exceeds £50000, please contact us to determine the fee.

4 Table B: Fees for new houses. Applicable where the building has no more than three storeys and has a floor area, which does not exceed 300m². In any other case the fee will be calculated on an individual basis.

5 Table C: Fees for all other works. Where work comprises more than one domestic extension, the total internal floor areas of all storeys of all the extensions on the application must be added together to determine relevant fee. If the sum of the extension(s) > 100m² then please contact Building Control to determine the fee. Where the estimated cost of the works exceeds £50000, again please contact Building Control to determine the fee.

6 If the proposed work falls outside of the tables attached, or consists of multiple works, please contact the Building Control office for these charges, as these will be individually determined

6.1 Total estimated cost means an estimate accepted by the local authority of a reasonable cost that would be charged by a person in business to carry out the work shown or described in the application excluding VAT and any professional fees paid to an architect, engineer or surveyor etc, and also excluding land acquisition costs.

6.2 If no charge is paid or if an insufficient amount has been paid you will be advised, however the application will not be validated until the correct charge has been paid in full.

6.3 Inspection of archived applications. Where projects are in excess of three years since their last inspection and have been archived, a further fee of 50% of current inspection fee (or plan fee where nil inspection fee) will be raised for administrative and re-evaluation of regulations in force at the time of the application.

7 Exemptions/reductions in fees:

7.1 No charges are payable in respect of submissions/Building Notices for work to provide access and/or facilities solely for the benefit of disabled persons and/or includes work to provide or extend a room used solely for sleeping accommodation for a full time carer at an existing dwelling which is, or is to be, occupied by a disabled person. Form P4PL12 giving brief details of the disability must accompany the submission to qualify for exemption from charges.

8 Where reductions in Fees are applied for repetitive or multiple works, they are determined on an individual basis.

BUILDING REGULATION CHARGES

Reference: BRCS 2016/02

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3	Any extension with a total floor area which exceeds 10m ² but does not exceed 40m ²	£180 (£150 ex VAT)	£300 (£250 ex VAT)	£480 (£400 ex VAT)	£800
4	Any extension with a total floor area exceeding 40m ² but not exceeding 60m ²	£180 (£150 ex VAT)	£420 (£350 ex VAT)	£600 (£500 ex VAT)	£1000
5	Any extension with a total floor area exceeding 60m ² but not exceeding 100m ²	£180 (£150 ex VAT)	£510 (£425 ex VAT)	£690 (£575 ex VAT)	£1150
Other					
6	The provision of one or more rooms in a roof space	£180 (£150 ex VAT)	£300 (£250 ex VAT)	£480 (£400 ex VAT)	£800
7	Conversion of a garage to a habitable room	£270 (£225 ex VAT)	No charge	£270 (£225 ex VAT)	£450
8	The replacement of windows, roof lights, roof windows and external doors in an existing dwelling.	£120 (£100 ex VAT)	No charge	£120 (£100 ex VAT)	£200
9	Re-roof of a domestic dwelling or External wall insulation cladding	£180 (£150 ex VAT)	No charge	£180 (£150 ex VAT)	£300
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2+	Please contact Building Control on 01709 823841 or 01709 823847 for a fee quote			

Note: for 2+ dwellings, dwellings over three storeys or if the floor area of a dwelling exceeds 300m², the charge will be established on an individual basis determined by the amount of plan checking and inspection time involved.

Table C – Standard Charges for All Other Work

Category	Description	Charge based on estimated cost of work	Plan Fee	Inspect Fee	Building Notice Application	Regularisation Application
1	(i) Non Domestic building work (ii) Domestic work not included in Table A or Table B	£0 - £1000	£180 (£150 ex VAT)	N/A	£180 (£150 ex VAT)	£300
2		£1001 - £2000	£240 (£200 ex VAT)	N/A	£240 (£200 ex VAT)	£400
3		£2001 - £5000	£270 (£225 ex VAT)	N/A	£270 (£225 ex VAT)	£450
4		£5001 - £10 000	£360 (£300 ex VAT)	N/A	£360 (£300 ex VAT)	£600
5		£10 001 - £25 000	£180 (£150 ex VAT)	£360 (£300 ex VAT)	£540 (£450 ex VAT)	£900
6		£25 001 - £50 000	£240 (£200 ex VAT)	£360 (£300 ex VAT)	£600 (£500 ex VAT)	£1000
7		For projects where the estimated cost exceeds £50 000	The charge will be established on an individual basis determined by the amount of plan checking and inspection time involved . Please contact Building Control on 01709 823841 or 01709 823847 for a quote			

Type of Application Explained:

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4 Table B: Fees for new houses. Applicable where the building has no more than three storeys and has a floor area, which does not exceed 300m². In any other case the fee will be calculated on an individual basis.

5 Table C: Fees for all other works. Where work comprises more than one domestic extension, the total internal floor areas of all storeys of all the extensions on the application must be added together to determine relevant fee. If the sum of the extension(s) > 100m² then please contact Building Control to determine the fee. Where the estimated cost of the works exceeds £50000, again please contact Building Control to determine the fee.

6 If the proposed work falls outside of the tables attached, or consists of multiple works, please contact the Building Control office for these charges, as these will be individually determined

6.1 Total estimated cost means an estimate accepted by the local authority of a reasonable cost that would be charged by a person in business to carry out the work shown or described in the application excluding VAT and any professional fees paid to an architect, engineer or surveyor etc, and also excluding land acquisition costs.

6.2 If no charge is paid or if an insufficient amount has been paid you will be advised, however the application will not be validated until the correct charge has been paid in full.

6.3 Inspection of archived applications. Where projects are in excess of three years since their last inspection and have been archived, a further fee of 50% of current inspection fee (or plan fee where nil inspection fee) will be raised for administrative and re-evaluation of regulations in force at the time of the application.

7 Exemptions/reductions in fees:

7.1 No charges are payable in respect of submissions/Building Notices for work to provide access and/or facilities solely for the benefit of disabled persons and/or includes work to provide or extend a room used solely for sleeping accommodation for a full time carer at an existing dwelling which is, or is to be, occupied by a disabled person. Form P4PL12 giving brief details of the disability must accompany the submission to qualify for exemption from charges.

8 Where reductions in Fees are applied for repetitive or multiple works, they are determined on an individual basis.

**Appendix 4 - Market
Service and Borough
Fairs Charges**

**Regeneration and Environment Directorate – Fees and Charges 2017-18
13/03/2017
Appendix 4a
Market Service
Scale of Charges 2017/2018**

<u>Indoor Monthly Charges exc. VAT</u>	Current Charge	Date effective from	Proposals	£+/-
Perimeter Stall				
1 - 5	£496.40	April 2016	No Increase	
6 & 10	£315.70	April 2013	No Increase	
7 - 9, 12 - 14, 16 - 18, 68 - 76	£496.40	April 2013	No Increase	
11	£406.05	April 2013	No Increase	
15	£323.30	April 2013	No Increase	
19	£450.60	April 2013	No Increase	
88	£682.15	April 2013	No Increase	
Island stall				
20 & 21	£496.40	April 2013	No Increase	
22 - 67, 78, 80 - 87	£428.95	April 2013	No Increase	
77 & 79	£450.60	April 2013	No Increase	
Stock Room				
A1	£56.00	April 2013	No Increase	
A2, A3, C2, E2, F2, G2, J2, M2, P1, Q2, Q3	£68.20	April 2013	No Increase	
A4, B5	£34.85	April 2013	No Increase	
B1	£20.05	April 2013	No Increase	
B2, B3	£22.80	April 2013	No Increase	
B4	£30.60	April 2013	No Increase	
C1, E1, F1, J1, K1,	£45.50	April 2013	No Increase	
G1, H1, H2A, H2B, K2A, K2B, L1, L2A, M1	£34.15	April 2013	No Increase	
Q1A, Q1B	£34.15	April 2013	No Increase	
Stock Room Lights Charge - Per Quarter				
	£10.00	April 2016	No Increase	
Car Parking - Per Quarter				
(Inc CCTV Upgrades & Additional Security)	£130.00	April 2016	No Increase	
Outdoor Daily Charges inc. VAT				
Monday				
Small Stall 1 & 2	£13.50	April 2013	No Increase	
Standard Stall 8 - 85 & 129 - 131	£15.95	April 2013	No Increase	
Large Stall 3 - 7 & 86 - 128	£17.75	April 2013	No Increase	
Tuesday				
Standard Stall	£11.15	April 2013	No Increase	

**Appendix 4 - Market
Service and Borough
Fairs Charges**

**Regeneration and Environment Directorate – Fees and Charges 2017-18
13/03/2017
Appendix 4a**

Wednesday				
Standard Stall	£14.75	April 2013	No Increase	
Friday & Saturday				
Small Stall 1 & 2	£14.20	April 2013	No Increase	
Standard Stall 8 - 85 & 129 - 131	£16.65	April 2013	No Increase	
Large Stall 3 - 7 & 86 - 128	£18.60	April 2013	No Increase	
Storage Charges				
Storage Boxes	£3.50 / Day	April 2016	No Increase	
OMT Large	£22.65 / week	April 2013	No Increase	
OMT Small	£18.40 / week	April 2013	No Increase	
Fruiters Storage	£8.50 / week	April 2016	No Increase	
Outdoor Daily Charges exc. VAT				
Street Market				
RMBC Regular Trader / New Casuals	£19.90	April 2013	Increase to £22.00	£3,150.00
Non RMBC Traders / Regular Casuals	£33.75	April 2013	No Increase	
Town Centre Farmers Market	£15/£20/£25	April 2013	No Increase	
Wath District	£1.30 / foot	April 2013	No Increase	
Miscellaneous Charges				
Farmers Market Stall Hire	£5.50	April 2013	No Increase	
Car Boot Charity Admin Fee	£20.00	April 2013	No Increase	
Farmers Market Licence Fee	£30.00/day	April 2013	No Increase	
Document Completion Fee	£10.00	April 2013	No Increase	
Out of Hours access charge	£20.00	April 2013	No Increase	
Lease Assignment Fee	£100/£250	April 2013	No Increase	
Lease Renewal Fee	£200.00	April 2016	No Increase	
Town Centre Pitch Stall Hire	£25.00	April 2013	No Increase	
Water Admin. Charge	£18.00	April 2013	No Increase	
Concession Management Pitch	£65.00	April 2016	No Increase	
Rival Market Licence Fee	£125/£225/£275	April 2016	No Increase	
Increase Total				£3,150.00

**Appendix 4 - Market Service and
Borough Fairs Charges**

Regeneration and Environment Directorate – Fees and Charges 2017-18

13/03/17

Appendix 4b

**Borough Fairgrounds
Scale of charges 2017/18**

Venue	Scales of Charges 2016/17	Deleted Trading Areas	Days Open
Bonfire Ground Wath	£952.00		4
Victoria Park	£800.00		4
Spring Fair Herringthorpe	£2,000.00		4
St Pauls Kimberworth	£470.00		5
Clifton Park	£1,664.00		6
Clifton Park	£1,664.00		6
Greasborough RC	£820.00		4
Wood Lea Common	£510.00		4
Totals	£8,880.00		48

Appendix 4 - Market Service and
Borough Fairs Charges

% Increase	Proposed
5	£999.60
5	£840.00
5	£2,100.00
5	£493.50
5	£1,747.20
5	£1,747.20
5	£861.00
5	£535.50
N/A	£9,324.00

APPENDIX 5 - COMMUNITY PROTECTION CHARGES 2017/18

A table summary of the proposed fees and charges to be levied by Community Protection is contained at 1.8

1.1 Housing Act 2004

1.1.1 Selective Licensing

At the introduction of the Selective Licensing scheme in May 2015 the licence fee was calculated to account for the costs of the scheme over the full five year life of the designations. Adjustments to the fee structure were made in 2016/17 to account for changes to the way the Council have to charge for certain services. This fee is still applicable. It is recommended that the fee remains the same as in 2017/18.

1.1.2 Houses in Multiple Occupation (HMO)

It is proposed that the fee is increased in line with salary cost increases of 1%. The application fee accounts for the likely inspection cost of the property plus the administrative costs involved in reviewing the license application.

The fee is for new applications or renewal (every five years) and, with only 18 mandatory licensable HMOs in the Borough, the revenue stream will not realise any significant income.

This will increase the fee charged in Rotherham from £800 to £816. For comparison, within South Yorkshire, Sheffield City Council levy a charge of £750, Doncaster MBC £800 to £480 and Barnsley MBC £335

1.1.3 Housing Act 2004 Legal Notices

The Housing Act 2004 allows Councils to charge for the service of Housing Act legal notices. The charges cover the service of the following statutory notices:

- Improvement and Suspended Improvement Notices (sections 11, 12 and 14).
- Prohibition and Suspended Prohibition Orders (sections 20, 21 and 23).
- Emergency Remedial action (section 40).
- Emergency Prohibition orders (section 43)

The charge made is variable according to the specific circumstances and details of the case; this includes the officer(s) time engaged on the case and the circumstances of those involved. The charge should be reasonable and auditable. Consequently an actual fixed charge cannot be levied; although an indicative level is likely to be in the region of £400. It is highly unlikely that these charges will raise any significant income, as it is found that, when warned about the risk of financial charges, landlords tend to respond more quickly to avoid the need to serve a statutory notice.

1.2 Pollution Control

Under Local Air Pollution Control (LAPC) certain industrial processes are regulated by, in effect, conditioned permits to control emissions of pollutants to air. Fees for these specific industrial processes are set annually in accordance with statutorily prescribed Department for Environment, Food and Rural Affairs (DEFRA) guidance and national fees. This national approach ensures a consistency of fees and charges to business across the country.

The fees prescribed by DEFRA primarily relate to the application, processing and granting of permits, together with subsistence fees to reflect the delivery of the statutory function to regulate compliance relating to industrial emissions and consequent air pollution.

DEFRA have not set the level of the fees for 2017/18 but it is expected that the freeze on these fees and charges will continue in order to reduce the financial burden on industry. Although, there have been a number of reviews which have taken place in relation to simplified processes, the fees set by Government have mainly remained static since 2011, however, some fees for less polluting processes have been reduced.

Whilst reduced fees and the freezing of fees positively impact on the costs for industry, they consequently reduce the income of Councils. For Rotherham, the reduction in fees has resulted, over the period 2013 to 2016, in a fall in income for the Council by around £15,000, or 30%. Consequently, income received does not currently cover the cost of the delivery of the statutory function. This has been factored into service budgeting.

1.3 Works in Default

The Council can carry out Works in Default to address the non-compliance of a range of enforcement notices that have been served to protect the health and safety of the public such as statutory nuisance abatement, private sector housing enforcement, local area amenity and filthy/ verminous premises. If a notice is not complied with then the Council can prosecute and/or carry out works in default. Works in Default are undertaken where there is a medium or high risk sustained by non-compliance and the works are needed to stop the impact on neighbours or a vulnerable individual. The Council recharge the cost of these works to the person responsible.

The cost recharged must be reasonable and includes, where necessary, the cost of both internal or contractor services to carry out the works and Council officer time in commissioning and supervision of the works. Consequently, the costs recharged are variable on the type, extent and time taken. It is standard practice to calculate these costs in line with advice from Legal Services and by reference to the Council's Standing Orders and Financial Regulations.

Carrying out works in default brings with it a significant financial risk where re-payments are no made. Consequently work is underway to strengthen the Council's debt recovery processes around works in default, with particular focus on using enforced sale provisions to recover debts.

1.4 Consultation Fees

Continuing the position in 2016/17 and following Local Government Association guidance on charging for services, the charges levied in 2017/18 will be the appropriate hourly rate for the officer carrying out the work. Consequently, the costs recharged are variable in type, extent and time taken. Associated staff costs are calculated as an hourly rate advised by Human Resources and Financial Services from the applicable salary scale of the officer(s) involved.

As illustration, the hourly rate for the Scientific Officer that undertakes the majority of the consultation work has reduced from £19.71 in 2016/17 to the current rate of £19.68

1.5 High Hedges

Part 8 of the Anti-social Behaviour Act 2003 allows the Council to intervene in disputes in relation to high hedges. Residents can complain to the Council about the height of a hedge and an investigation can follow. There is national guidance issued regarding such circumstances.

On making a service request to the service, customers are advised to speak with their neighbours about their concerns, to utilise mediation, and to warn their neighbours that they will be complaining to the Council if the matter is not rectified. Should this fail to reach a solution and the resident wishes to make a formal complaint to the Council, the above legislation allows the Council to charge the customer making the complaint.

Currently the Council charges £307 for the investigation (previous 50% discounting for Rothercard holders was withdrawn in 2015/16). The Council is able to determine its fee for the service locally. Sheffield City Council currently charge a fee of £400, while Barnsley MBC charge £300. Nationally charges vary but are between £300 and £500.

It is proposed that this charge is frozen at its current rate. It is extremely unlikely that these charges will generate any significant income, with only one or two each year reaching the threshold for charging.

1.6 Fixed Penalty Notices

The service issues Fixed Penalty Notices (FPNs) for a range of offences to enable the offender to discharge their liability for an offence. The power to issue a FPN is contained within a range of legislation and the Council is legally able to reinvest the income in related services. The setting of the level of the FPNs has taken full consideration of both national legislative frameworks and the local context. The level of penalty available for each offence together with the available range for each is detailed in the table below.

Many of these fines are at the statutory maximum or have only recently been set due to changes in legislation and recent reports to Cabinet (Cabinet and Commissioners' Decision Making Meeting, 12th September 2016 [minute 68])

Primarily these FPNs relate to enviro-crime offences. Such offences are taken seriously by the Council and are reflected in Corporate priorities. Consequently, to support the importance given to enviro-crime, it is proposed to increase the fixed penalty charge for dog fouling and fly posting/graffiti offences to the maximum available fines. For dog fouling offences this will be £100, and for fly posting/graffiti offences the fine will be £75.

There is a risk however, that as the charge is raised to its maximum there might be a subsequent reduction in payment rate.

1.7 Monetary Penalties

Monetary penalties were recently introduced by government and are specified as civil debt and recoverable through the County Court, rather than the similar and more familiar fixed penalty notice used by the Council, which discharges an offence through the criminal courts.

The value of the penalties contained within legislation described in this report, can be set by statute or may require the Council to set an appropriate rate for the sanction within statutory parameters.

Specifically, the Council is able to issue monetary penalties in relation to offences under the Smoke and Carbon Monoxide Alarm (England) Regulations 2015 and the Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc.) (England) Order 2014. Both pieces of legislation relate to private sector housing enforcement and present useful tools in order to ensure compliance.

In addition amendments to section 46 of the Environmental Protection Act 1990, has decriminalised the offence relating to household waste receptacles. Previously a fixed penalty fine of £80 was in place for the offence, which has now been replaced by a monetary penalty, again set at £80.

The levels of penalties were approved at Cabinet and Commissioners' Decision Making Meeting, 12th September 2016 (minute 68)

APPENDIX 5 – COMMUNITY PROTECTION CHARGES - 1.8 Summary of Safer Neighbourhoods/Community Protection Fees and Charges 2017/18 (excluding VAT)

Service	2016/17(£)	2017/18 (£)	
CONSULTATION FEES			
Consultation Enquiry	£19.71	£19.68/hour	
HOUSING LICENSING			
House in Multiple Occupation (HMO) - New Application	£800	£816 Made up of £177 fee on application and £639 paid 1 st Notice of intention to grant a licence*	
HMO License renewal (available for renewing applications which have not expired)	£557	£569 Made up of £41 fee on application and £528 paid on minded to grant a licence decision*	
Selective Licence of other houses in designated areas	£592 (+£13 invoice fee if requested to pay by instalments)	£592 Made up of £154 fee on application and £438 paid 1 st Notice of intention to grant a licence* (+£13 invoice fee if requested to pay by instalments)	
Selective License renewal for remaining 4 year licence when the 1 year licence has not expired (only available to properties which obtained a 1 year licence before 1 st April 2016,	£393.60 (+£13 invoice fee if requested to pay by instalments)	£393.60 (+£13 invoice fee if requested to pay by instalments)	
*The process of consulting on granting each license will not begin until full payment has been received.			
HOUSING ACT – Legal Notices			
Charge for the service of Enforcement Notices under the Housing Act 2004 re; • Improvement and Suspended Improvement Notices (sections 11, 12 and 14) • Prohibition and Suspended Prohibition Orders (sections 20, 21 and 23) • Emergency Remedial action (section 40). • Emergency Prohibition orders (section 43) and • Housing Act 1985 (section 265) Demolition Orders	£400 illustrative charge levied per notice is variable dependant on case specifics, including but not exclusively; • Officer time for preparation of notice • Personal circumstances of the recipient The charge must be “reasonable” and may be appealed against	£400 illustrative charge levied per notice is variable dependant on case specifics, including but not exclusively; • Officer time for preparation of notice • Personal circumstances of the recipient The charge must be “reasonable” and may be appealed against	
WORKS IN DEFAULT			
Calculation of costs per job is carried out in compliance with Standing & Financial Regulations relating to the contracted aspects of the works with, in addition, an administrative element to cover arrangements around the carrying out of the works. These administrative costs include hourly staffing costs and travelling expenses associated in the arrangement, and supervision of the works. The recharge will be reasonable to the works carried out.			
HIGH HEDGES			
Formal Investigation	£307	£307	
FIXED PENALTY NOTICES			
Offence	Range Available	Current level	2017/18
Leaving Litter	£50 - £80	£80	£80
Not removing dog fouling forthwith	£75 - £100	£80	£100
Domestic waste receptacles notice	£60 - £80	£80	£80
Graffiti and Fly Posting	£50 - £80	£75	£80
Failure to comply with a Community Protection Notice	Up to £100	£100	£100
Failure to comply with nondomestic waste receptacles notice	£60 - £100	£100	£100
Failure to produce authority	£300	£300	£300

to transport controlled waste			
Failure to produce waste disposal documentation	£200 - £300	£300 (reduced to £225 if paid within 14 days)	£300 (reduced to £225 if paid within 14 days)
Illegal disposal of waste (Fly Tipping)	£200 - £400	Not applicable	£400 (reduced to £300 if paid within 10 days)
MONETARY PENALTIES			
Non-compliance with the Smoke and Carbon Monoxide Alarm (England) Regulations 2015	Must not exceed £5000	See Offence detail below	See Offence detail below
First Offence		Not applicable	£1500 (£1000 reduced charge if paid within 14 days)
Second Offence		Not applicable	£3000
Further Offences		Not applicable	£5000 for each offence
Non-compliance with the Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc.) (England) Order 2014	Up to £5000	Not applicable	£5000
Non-compliance with section 46 Environmental Protection Act 1990	£60 - £80	£80 fixed penalty	£80
Service	2016/17(£)	2017/18 (£)	
POLLUTION CONTROL – ENVIRONMENTAL PROTECTION ACT PROCESSES			
Application Fee			
Standard process	£1,579	£1,579	
Additional fee for operating without a permit	£1,137	£1,137	
PVR I, SWOBs and Dry Cleaners Reduced fee activities (1)	£148	£148	
PVR I & II Combined	£246	£246	
Vehicle Refinishers (VRs) and other Reduced Fee activities (2)	£346	£346	
Reduced fee activities additional fee for operating without a permit	£68	£68	
Mobile screening and crushing plant for the third to seventh applications	£1,579 £943	£1,579 £943	
for the eighth and subsequent applications	£477	£477	
<p>1. Reduced fee activities are: Service Stations, Dry Cleaners and Small Waste Oil Burners under 0.4MW</p> <p>2. Other Reduced Fee activities are Vehicle Refinishers, Powder Coating, Bitumen, Pet Food, Maggot Breeding, Polymerisation, Natural Sausage Casing, Fish Meal, Hide and Skin, Tobacco, and Mushroom Substrate process from January 2015. Where an application for any of the above is for a combined Part B and waste application, add an extra £297 to the above amounts</p>			
Annual Subsistence Charge			
Standard process LOW	£739 (+99)*	£739 (+99)*	
Standard process MEDIUM	£1,111(+149)*	£1,111(+149)*	
Standard process HIGH	£1,672 (+198)*	£1,672 (+198)*	
Reduced fee activities Low/Medium/High	£76 £151 £227	£76 £151 £227	
PVR I & II Combined Medium Component	£108 216 326	£108 £216 £326	
Vehicle Refinishers Low/Medium/High	£218 £349 £524	£218 £349 £524	
Odourising of natural gas Low/Medium/High	£76 £151 £227	£76 £151 £227	
Mobile screening and crushing plant Low/Medium/High for the third to seventh authorisations	£618 £989 £1,484 £368 £590 £884	£618 £989 £1,484 £368 £590 £884	

Low/Medium/High		
for the eighth and subsequent authorisations Low/Medium/High	£189 £302 £453	£189 £302 £453
Late Payment Fee	£50	£50
* the additional amounts in brackets must be charged where a permit is for a combined Part B and waste installation Where a Part B installation is subject to reporting under the EPRTR Regulation, add an extra £99 to the above amounts		
Transfer and Surrender		
Standard process transfer	£162	£162
Standard process partial transfer	£476	£476
New operator at low risk reduced fee activity	£75	£75
Surrender: all Part B activities	£0	£0
Reduced fee activities*: transfer	£30	£0
Reduced fee activities*: partial transfer	£45	£45
Temporary Transfer for Mobiles		
First Transfer	£51	£51
Repeat Transfer	£10	
Repeat Following enforcement or warning	£51	£51
Substantial change s10 and s11		
Standard process	£1,005	£1,005
Standard process where the substantial change results in a new PPC activity	£1,579	£1,579
Reduced fee activities*	£98	£98
* Reduced fee activities are: Service Stations, Vehicle Refinishers, Dry Cleaners, Small Waste Oil Burners under 0.4MW, Roadstone Coating, Timber, Cement, Quarry Processes, and from 1st January 2015, Powder Coating, Bitumen, Pet Food, Maggot Breeding, Polymerisation, Natural Sausage Casing, Fish Meal, Hide and Skin, Tobacco, and Mushroom Substrate process.		
Part A2		
Application	£3,218	£3,218
Additional fee for operating without a permit	£1,137	£1,137
Annual Subsistence LOW	£1,384	£1,384
Annual Subsistence MEDIUM	£1,541	£1,541
Annual Subsistence HIGH	£2,233	£2,233
Late Payment Fee		£50
Substantial Variation	£1,309	£1,309
Transfer	£225	£225
Partial Transfer	£668	£668
Surrender	£668	£668

Appendix 6 - Library, Customer Services, Theatre Services and Heritage Service Charges

Regeneration and Environment Directorate – Fees and Charges 2017-18			
13/03/17			
Appendix 6a			
HERITAGE SERVICES - PROPOSED FEES & CHARGES 2017/18	2016/17	2017/18	Comments
HERITAGE SERVICES - Clifton Park Museum, York and Lancaster Regimental Museum, Boston Castle, Archives and Local Studies	FULL PRICE	FULL PRICE	
Room Bookings			
Hire of Museum (Special Conditions apply)	On application	On application	
Gallery Hire during normal Museum public opening hours (Mon-Fri) per hour	£28.00	£28.00	
Gallery Hire during normal Museum public opening hours (Mon-Fri) per hour over 6 hours	£24.00	£24.00	
Ceremony Room for ceremonies to include photos in the room and maintenance	£32	£32.00	
Gallery Hire Saturday and Sunday	On application	On application	
Caretaking cost per hour	£15.00	£15.00	
Use of Gallery in Museum for background wedding/ceremony photos	£50	£50.00	
Hire of Boston Castle (Special Conditions apply)	On application	On application	
Boston Castle Earl's Room during normal opening hours	£25	£25.00	
Boston Castle Earl's Room Saturday and Sunday and outside normal opening hours	£30	£30.00	
Caretaking cost per hour	£15.00	£15.00	
Use of Gallery/roof at Boston Castle for background wedding/ceremony photos	£50	£50.00	
Note room hire/photography outside normal opening hours incur a caretaking charge on top of rates listed above - per hour			
Cancellation of Room Bookings at Clifton Park Museum or Boston Castle:			
Charge for room booking cancelled on day	100%	100%	
Charge for room booking cancelled within the week	80%	80%	
Charge for room booking cancelled within the month	50%	50%	
Hospitality/Refreshments	On application	On application	
Licensing applications	Cost plus 20%	Cost plus 20%	
Overhead Projector per hour	£0.00	£0.00	
Overhead Projector full day (9 a.m.-5 p.m.)	£8.00	£8.00	
Flip Chart Stand (including pad) per session	£8.60	£8.60	
Powerpoint Projector per hour	£0.00	£0.00	
Powerpoint Projector full day 9 am - 5 pm	£8.00	£8.00	
Laptop per hour	£0.00	£0.00	
Laptop full day 9 am - 5 pm	£8.00	£8.00	
Display Cases	Price on application	Price on application	
Transport of Display Cases	cover costs + 20%	Cover costs + 20%	
Installation of Display Cases	cover costs + 20%	Cover costs + 20%	
Display Boards	£15 per day	Minimum £15 per day	
School/Learning Sessions/Workshops/Adult Sessions/Tours/Talks			
**Schools - non Vat if Rotherham LEA, Vatable for schools outside Rotherham LEA			
**School Sessions delivered at the Heritage Service venues for a full day visit (this includes all materials and resources)	£6.50 per child	£6.50 per child	
**School Sessions delivered at the Heritage Service venues for a half day (this includes all materials and resources)	£4.00 per child	£4.00 per child	
**School Sessions delivered at the Heritage Service venues for a half day using the kitchen Range (this includes all materials and resources)	£4.50 per child	£4.50 per child	
**School based sessions inclusive of travel expenses	£4.50 per Child	£4.50 per Child	
Minimum charge for school session at Heritage Service venues for 25 pupils or less for full day and Kitchen Range sessions	£150.00	£150.00	
Minimum charge for school session at Heritage Service venues including the Kitchen Range for 25 pupils or less for half day sessions	£100.00	£100.00	
Minimum charge for school in School/Outreach venue	£150.00	£150.00	
Activity Box hire for self guided sessions (Museum or Park use only)	£15	£15	
Activity Cart (resources for schools)	Price on application	Price on application	
Workshops/Holiday Activities/Tours/Master classes	Variable to at least cover costs + 12%	Variable to at least cover costs + 12%	
Adult Reminiscence Sessions (max of 10 adults)	Minimum charge of £55	Minimum charge of £50	Reduce charge based on feedback and lack of take up of Service
Adult Care Home sessions (outreach venues)	Minimum charge of £55	Minimum charge of £50	
Hire of memory boxes for Care Homes (to be collected and returned by hirer)	£20 per for two weeks	£20 per for two weeks	
Gallery/Museum Tours (minimum of 10 adults)	£4 per adult	Minimum £4 per adult	
Talk by staff (non-VAT) (up to 2 hours including preparation) at Heritage Service Venue	Minimum of £50	Minimum of £50	
Talk by staff (non-VAT) (up to 2 hours including preparation) at outreach Venue	Minimum of £56	Minimum of £56	
Object Identification/Research Enquiries*:			
In person up to 1hour	Free	Free	
Over 1 hour in person	Free	Free	
Research enquiries by post, e-mail or fax per 15 mins	£7.50	£7.65	
A&LS Enquiries and research service*			
Basic initial enquiry and advice	Free	Free	
Use of computers, internet and microfilm readers in searchroom	Free	Free	
Staff time for carrying out research service enquiries (research, transcription, etc)	£7.50	£7.65	
Staff time for Electoral Register search and providing a letter confirming addresses if required (customer must be present for Registers under 10 years old) per 15 mins	£7.50	£7.65	
A&LS Packing and postage charges (based on Royal Mail) *			
UK Standard			
Small letter up to 100g 1st class	£0.80	£0.80	
Small letter up to 100g 2nd class	£0.70	£0.70	
Large letter (A4 sheets) up to 100g, max thickness 2.5cm 2nd class	£1.15	£1.15	
Large letter (A4 sheets) up to 250g, max thickness 2.5cm 2nd class	£1.70	£1.70	
Large letter (A4 sheets) up to 500g, max thickness 2.5cm 2nd class	£1.95	£1.95	
Large letter (A4 sheets) up to 750g, max thickness 2.5cm 2nd class	£2.70	£2.70	
International Standard - Europe			
Small letter up to 100g	£1.90	£1.90	
Large letter (A4 sheets) up to 100g, max thickness 2.5cm	£2.80	£2.80	
Large letter (A4 sheets) up to 250g, max thickness 2.5cm	£4.10	£4.10	
Parcels	Cost on request	Cost on request	
International Standard - World zone 1			
Small letter up to 100g	£2.80	£2.80	
Large letter (A4 sheets) up to 100g, max thickness 2.5cm	£3.60	£3.60	
Large letter (A4 sheets) up to 250g, max thickness 2.5cm	£5.20	£5.20	
Parcels	Cost on request	Cost on request	
International Standard - World zone 2			
Small letter up to 100g	£2.80	£2.80	
Large letter (A4 sheets) up to 100g, max thickness 2.5cm	£3.80	£3.80	
Large letter (A4 sheets) up to 250g, max thickness 2.5cm	£5.60	£5.60	
Parcels	Cost on request	Cost on request	
A&LS Photocopying per page* (add on staff time and postage costs for orders placed via distance enquiry service)			
A4 black and white	£0.45	£0.45	
A4 colour	£2.00	£2.00	
A3 black and white	£0.65	£0.65	
A3 colour	£2.90	£2.90	
A&LS Printing per page* (add on staff time and postage costs for orders placed via distance enquiry service)			
From microfilm/fiche A4 black and white print	£0.60	£0.65	
From microfilm/fiche A3 black and white print	£0.80	£0.80	
From RLN computers A4 black and white print	£0.10	£0.10	
From RLN computers A4 colour print	£0.50	£0.50	
From Viewfinder A4 black and white print	£0.75	£0.65	To bring in line with new microfilm charge

Appendix 6 - Library, Customer Services, Theatre Services
and Heritage Service Charges

From Viewfinder A4 colour print	£2.10	£2.10	
From Mapper A4 black and white print	£0.75	£0.65	To bring in line with new microfilm charge
A&LS Digital image* (add on staff time costs, plus CD-Rom and postage if applicable)			
One Viewfinder photograph or scanned image sent via email	£2.35	£2.40	
One Viewfinder photograph or scanned image sent on CD-Rom	£2.35	£2.40	
One CD-Rom	£1.50	£1.50	
A&LS Photography by customer*			
Digital photograph using own camera, per image taken	£0.50	£0.50	
Permit to take a larger quantity of photographs on a single day (conditions apply)	£10.00	£10.00	
Advanced permit, as above but with photographer bringing in own additional equipment	£25.00	£25.00	
A&LS Fee for the right to reproduce one image of an item from our collections (not including cost of obtaining the image)*			
<i>NB: an acknowledgement must be made to Rotherham Archives and Local Studies where the images are used.</i>			
Uses by educational or non-profit making institution or person:			
Single use in one book, e-book, journal, CD-Rom, film, exhibition or display	£12.50	£12.75	
Unlimited use in one book, e-book, journal, CD-Rom, film, exhibition or display	£25.00	£25.50	
Use on a website	£30.00	£30.50	
Uses by a commercial or profit-making institution or person:			
Single use in one book, e-book, journal, CD-Rom, film, exhibition or display	£25.00	£25.50	
Unlimited use in one book, e-book, journal, CD-Rom, film, exhibition or display	£50.00	£51.00	
Use on a website (non-VAT)	£60.00	£61.00	
Commission:			
Hired Equipment		On application	
Use of Hired Van		On application	
Commission on Sales (Art/Craft/Exhibits)	Min. 10% prof/amateur	Minimum 10% prof/amateur	
Use of Gallery in Museum for background photos	£50	£50.00	
Fees for Consultancy Work*:			
Unskilled staff per day	min £65	Minimum £65	
Skilled staff per day	min £200	Minimum £200	
Professional staff per day	min £450	Minimum £450	
Conservation - fee per hour	Price on application	Price on application	
Ticket Printing per ticket			Delete Charge
Posting Tickets			Delete Charge
Publicity & Promotion of Booked Events at request of hirer per advert minimum (inc. design, advert space and handling charge)	Price on application	Price on application	
Booking fee for card payments under £5.00	£0.00	£0.00	
Storage Charge (for equipment, scenery, costumes, materials, etc.) per day per 10m ²	Price on application	On application	
Box fees for deposition of Archaeological Archives at Clifton Park Museum	Price on application	On application	

Appendix 6b – Registration Service

1. Background

- Local Registration Services are able to set fees on a cost recovery only basis, for any non-statutory services they deliver and for certain statutory services they deliver in accordance with the Local Government Act 2000 (powers to local authorities to promote economic, social and environmental well-being within their boundaries).
- Rotherham Registration Service aims to review such fees on an annual basis.

2. Key Issues

- 2.1 Rotherham Registration Service must be in a position to recover the costs of delivering services whilst remaining competitive with neighbouring services.
- 2.2 Registration Services must be delivered at a cost that will potentially attract business to the borough.
- 2.3 Costs must be set and collected in a way that promotes effective business and convenience for the customer.

3. Key actions and relevant timelines

- 3.1 Revise fees with effect from 01.04.2017.
 - 3.1.1 The revised fees should apply to events taking place on or after 01.04.2017, irrespective of when the booking was made.
 - 3.1.2. Ceremony bookings can be made up to two years in advance. Approval should be received no later than 31.03.2017 to allow a reasonable period of notification to those with existing bookings.
 - 3.1.3 Revised fees reflect additional administration and revised financial accounting in accordance with new Local Registration Service good practice guidance. This has resulted in additional administration charges being incorporated into the fees, which have in some cases contributed to the level of fee increase. As non-statutory ceremonies (naming and renewal) are not subject to legislative changes and processes have allowed for a streamlining of administration and training, some of these fees have reduced. Rotherham has a low take up of non-statutory ceremonies and the reduced fees may attract additional business.
 - 3.1.4 Revised fees are detailed in Appendix 1.
 - 3.1.5 Benchmarking data is at Appendix 2.
- 3.2 Introduce a booking and administration fee with effect from 01.04.2017.
The fees would apply to any booking made or changed on or after 01.04.2017.

- 3.2.1 A non-refundable booking fee would secure a provisional ceremony booking, up to the point that it becomes a confirmed booking. Ceremony bookings are provisional up to the point that the couple complete all legal paperwork confirming the couple are lawfully free to marry in this country. The earliest point legal paperwork can be completed is one year in advance of the ceremony date. There is a significant amount of administration involved in provisional ceremony bookings, and the service would recoup the cost in the form of a booking fee. This has proved successful in other authorities and all neighbouring authorities charge a booking fee, see benchmarking data.
- 3.2.2 A non-refundable administration fee would enable the service to recoup the cost incurred when bookings are changed. A change, for example, of the date, time, venue, requires the majority of the booking process to be repeated. The administration fee should therefore be equivalent to the booking fee.
- 3.2.3 The booking fee is not applicable to private citizenship ceremonies as funding, which includes a booking element, is provided by the Home Office.
- 3.3 Alter the availability of statutory marriage ceremonies to Thursday Mornings only with effect from 01.04.2017.
 - 3.3.1 This would apply to bookings made on or after 01.04.2017.
 - 3.3.2 Approval should be received no later than 31.03.2017 to allow a reasonable period of notice of the updated offering.
 - 3.3.3 The Registration Service is required to provide a venue for basic statutory ceremonies, in Rotherham's case, Clifton Park Museum and two Registration Officers to officiate. When delivering a basic statutory marriage ceremony, Registration Services are permitted to charge only the statutory fee of £50.00 set by the Registrar General. These ceremonies are conducted at a considerable financial loss. Take up of such ceremonies is often based on personal preference not cost, for example couples who require a legal ceremony and are to have a cultural celebration elsewhere or couples who wish to marry in a simple ceremony with a minimum of guests. Couples who prefer a ceremony at other times are generally not influenced by cost and would therefore not be disadvantaged.
 - 3.3.4 An alternative day would be made available should there be an essential event at Clifton Park Museum on a Thursday morning that prevents the ceremony room being available. This would be an exception.
 - 3.3.5 Delivering the ceremonies consecutively, on a single day each week would mean registration officers spend less time travelling to and from Clifton Park Museum, making delivery more efficient and cost effective.
 - 3.3.6 In the year ending 31.03.16 there were 69 statutory ceremonies, on average 6 per month. The rationalisation would in effect offer 3 ceremonies per week, more than is required but managed by booking consecutive ceremonies, this would allow for efficiencies.

3.3.7 In times of financial constraints it has become common to rationalise when the ceremonies are offered. A neighbouring example would be Sheffield Registration Service, which offers statutory ceremonies on the third Wednesday of each month.

3.4 Terms and conditions would be amended accordingly.

4. Recommendations

4.1 To increase fees and charges on a cost recovery basis, as detailed in Appendix 1, from 01.04.2017.

4.2 To introduce a ceremony booking and administration fee, as detailed in Appendix 1, from 01.04.2017.

4.3 Rationalise the statutory ceremony offering to every Thursday to generate efficiencies and reduce income loss.

Appendix 1 Fees and Charges

Booking fee £	25.00				
Administration fee £	25.00				
Clifton Park Museum*					
* Fees include 1 certificate					
* Fees exclude the booking fee					
Marriage and Civil Partnership					
Offering	Availability	Current Fee £	Proposed Fee	Increase £	Increase %
Statutory	Thurs am only	50	Statutory	0	0
Enhanced	Mon- Thurs	165	200	35	21
Premium	Friday	200	205	5	3
Premium	Sat	200	245	45	23
Naming & Renewal of Vows					
	Mon- Thurs	175	230	55	31
	Fri	220	280	60	27
	Sat	220	295	75	34
Private Citizenship					
	Mon- Fri	150	150	0	0
Approved Venues					
* Fees include 1 certificate					
* Fees exclude the booking fee					
Marriage and Civil Partnership					
Availability		Current Fee £	Proposed Fee	Increase £	Increase %
Mon- Fri		250	285	35	14
Sat		300	345	45	15
Sun		300	370	70	23
Bank Holiday & 18:00-20:00		410	475	65	16
Naming & Renewal of Vows					
Mon- Fri		300	275	-25	decrease
Sat		370	345	-25	decrease
Sun		370	375	5	1
Bank Holiday & 18:00-20:00		495	500	5	1

Appendix 2 Benchmarking data

Marriage and Civil Partnership					
Authority	Venue	Availability	Booking fee £	Ceremony fee £	Total £
Rotherham	Clifton Park Museum	Mon-Thu	25	200	225
Barnsley	Register Office	Mon-Thu	26	116	142
Doncaster	Register Office	Mon-Thu	25	100	125
Sheffield	Register Office	Mon-Thu	50	184	234
Rotherham	Clifton Park Museum	Friday	25	205	230
Barnsley	Register Office	Friday	26	138	164
Doncaster	Register Office	Friday	25	100	125
Sheffield	Register Office	Friday	50	184	234
Rotherham	Clifton Park Museum	Saturday	25	245	270
Barnsley	Register Office	Saturday	26	165	191
Doncaster	Register Office	Saturday	25	100	125
Sheffield	Register Office	Saturday	50	184	234
Rotherham	Approved Venue	Mon-Thu	25	285	310
Barnsley	Approved Venue	Mon-Thu	26	310	336
Doncaster	Approved Venue	Mon-Thu	25	265	290
Sheffield	Approved Venue	Mon-Thu	50	304	354
Rotherham	Approved Venue	Friday	25	285	310
Barnsley	Approved Venue	Friday	26	349	375
Doncaster	Approved Venue	Friday	25	305	330
Sheffield	Approved Venue	Friday	50	304	354
Rotherham	Approved Venue	Saturday	25	345	370
Barnsley	Approved Venue	Saturday	26	444	470
Doncaster	Approved Venue	Saturday	25	430	455
Sheffield	Approved Venue	Saturday	50	334	384
Rotherham	Approved Venue	Sunday	25	370	395
Barnsley	Approved Venue	Sunday	26	452	478
Doncaster	Approved Venue	Sunday	25	555	580
Sheffield	Approved Venue	Sunday	50	334	384
Rotherham	Approved Venue	Bank Hol	25	475	500
Barnsley	Approved Venue	Bank Hol	26	452	478
Doncaster	Approved Venue	Bank Hol	25	555	580
Sheffield	Approved Venue	Bank Hol	50	434	484
No benchmarking for 18:00 to 20:00 as it is not offered by neighbouring authorities					
Renewal of Vows and Naming Ceremonies					
Rotherham	Clifton Park Museum	Mon-Thu	25	230	255
Barnsley	Register Office	Mon-Thu	26	N/A	N/A
Doncaster	Register Office	Mon-Thu	25	106	131

Sheffield	Register Office	Mon-Thu	50	180	230
Rotherham	Clifton Park Museum	Friday	25	280	305
Barnsley	Register Office	Friday	26	N/A	N/A
Doncaster	Register Office	Friday	25	125	150
Sheffield	Register Office	Friday	50	180	230
Rotherham	Clifton Park Museum	Saturday	25	295	320
Barnsley	Register Office	Saturday	26	N/A	N/A
Doncaster	Register Office	Saturday	25	125	150
Sheffield	Register Office	Saturday	50	180	230
Rotherham	Approved Venue	Mon-Thu	25	275	300
Barnsley	Approved Venue	Mon-Thu	26	165	191
Doncaster	Approved Venue	Mon-Thu	25	180	205
Sheffield	Approved Venue	Mon-Thu	50	180	230
Rotherham	Approved Venue	Friday	25	275	300
Barnsley	Approved Venue	Friday	26	165	191
Doncaster	Approved Venue	Friday	25	180	205
Sheffield	Approved Venue	Friday	50	180	230
Rotherham	Approved Venue	Saturday	25	345	370
Barnsley	Approved Venue	Saturday	26	165	191
Doncaster	Approved Venue	Saturday	25	251	276
Sheffield	Approved Venue	Saturday	50	180	230
Rotherham	Approved Venue	Sunday	25	395	420
Barnsley	Approved Venue	Sunday	26	165	191
Doncaster	Approved Venue	Sunday	25	300	325
Sheffield	Approved Venue	Sunday	50	204	254
Rotherham	Approved Venue	Bank Hol	25	500	525
Barnsley	Approved Venue	Bank Hol	26	165	191
Doncaster	Approved Venue	Bank Hol	25	300	325
Sheffield	Approved Venue	Bank Hol	50	204	254
No benchmarking for 18:00 to 20:00 as it is not offered by neighbouring authorities					
Private Citizenship					
Rotherham	Clifton Park Museum	Mon- Fri	0	150	0
Barnsley	Register Office	N/A	N/A	N/A	N/A
Doncaster	Register Office	N/A	N/A	N/A	N/A
Sheffield	Register Office	Mon- Fri	0	50	0

Appendix 6c - Theatre Charges

Fees & Charges from September 2017 - September 2018

Proposed

Theatre Hire Current	Standard	Concessionary	Standard	Concessionary 30% reduction	Notes
Where an organistaion is VAT registered these charges (Exc annexe) are exclusive of VAT and VAT will be added to charge					
Performances					
Performance for professional company			£1,100		
one day hire from 2pm - 10pm (2 tech staff, 1 duty Manager and box office for performance)					
Per hour daytime			£200		
Amateur or charitable organisations					
Off Peak Weekday Performance Evenings	£655	£460	£675	£472.50	plus 10%/6% ticket sales
(6pm -10.30pm Mon-Fri (2 crew, 1 duty Manager, 1 box office)					
On Peak Weekend Performance Evenings	£655	£460	£675	£472.50	plus 10%/6% ticket sales
Where % occupancy exceeds 70%					
(6pm -10.30pm Sat - Sun (2 crew, 1 duty Manager, 1 box office)					
On Peak Weekend Performance Evenings	£705	£520	£725	£507.50	plus 10%/6% ticket sales
Where % occupancy is less than 70%					
(6pm -10.30pm Sat - Sun (2 crew, 1 duty Manager, 1 box office)					
Matinee Performances	£510	£400	£600	£420	access 1.5 hrs prior to curtain up
Underplaying an Evening (2 crew, 1 duty Manager, 1 box office)					
<i>Please note that a 10% reduction for hiring the theatre all week is no longer applicable.</i>					

Pre Production				
Pre- production Technical Meetings	FOC	FOC	FOC	
<i>To discuss all technical elements of production</i>				
Saturday / Sunday Get In and Rehearsal	£53.00	£53.00	Price for off peak day hire	8 hour get in/rehearsal day
<i>First eight hours - Price Per Hour</i>				
Saturday/Sunday Get In and Rehearsal	£75.00	£75.00	£75	Hourly rate over 8 hours(2 staff)
<i>Hour and part hour after the first eight hours - Price Per Hour</i>				
Weekday Get In and Rehearsal	£48.00	£48.00	Price for off peak day hire	8 hour get in/rehearsal day
<i>First Eight Hours- Price Per Hour</i>				
Weekday Get In and Rehearsal	£70.00	£70.00	£70	
<i>Hour and part hour after the first eight hours - Price Per Hour</i>				
Rehearsal Evenings	£341.00	£341.00	Price for off peak day hire	
<i>6pm-10pm (2 crew only)</i>				
Blank Night Retainer	£200.00	£200.00	Price for off peak day hire	
<i>When theatre is unoperational due to hirer occupancy</i>				
Additional Staffing				
Follow Spot Operator / Additional Stage Hand	£12	£12	£18	Additional staff for get in/ follow spot/ crew
<i>Price per hour</i>				
Additional Specialist Technician / Staff Member	£20.50	£20.50	N/A	
<i>Sound Operator/ AV tech (Subject to availability) price per hour</i>				

Theatre staff as Specialist Speakers	£45.00	£45.00	POA	
<i>Price per hour</i>				
Additional Rooms / Equipment			One tier price	
The Lister Hall	£16	£16	£16.50	
<i>Subject to availability price per hour or part of</i>				
The Blue Room	FOC	FOC	£12.40	
<i>(FOC as an additional dressing room if available)</i>				
The Orchestra Pit	£52	£52	£55	
<i>Includes music stands and labour charges in set up</i>				
Projector Hire (Single Performance)	£53.00	£53.00	£35	must be rigged in the hire time
<i>Includes rigging and de-rigging</i>				
Projector Hire (Week long run of performances)	£96.00	£96.00	£96	must be rigged in the hire time
<i>Includes rigging and de-rigging</i>				
Yamaha Baby Grand Concert Piano	£50	£50	£50	Tuning at cost + 20%
<i>Tuning at cost +20%</i>				
Follow spot			£20/£45	Day/Week
<i>Operator costs see above</i>				
Mirror Ball	£19.80	£19.80	£20	
<i>Includes rigging and de-rigging</i>				
UV Lamps	£18.20	£18.20	£20/£30	Day/Week. Subject to availability.
<i>Per week</i>				If hired - hire cost + 20%
Strobe Lamps Per week	£18.20	£18.20	£25/£35	Day/Week. Subject to availability.
<i>Per week</i>				If hired - hire cost + 20%
Hire of Intelligent Lighting system	£75/£300	£75/£300	£125/£300	Day/Week.
<i>x 4 intelligent lights per day/ per week (subject to availability)</i>				

Drape Hire	£44.20	£44.20	£20/£45	Day/Week. Cyclorama /gauze
<i>When not as part of standard set up</i>				
Repair of Drapes	cost +25%	cost +25%	Cost + 25%	
<i>When repairable</i>				
Replacement of Drapes	cost +25%	cost +25%	Cost + 25%	
<i>When irreparable</i>				
Star Cloth	£16.50 /£50	£16.50/£50	£25/£60	
<i>Per day/per week</i>				
Smoke Machine	£17/£53	£17/£53	£15/£40	
<i>Per day/per week</i>				
Fluid for smoke machine per 0.5l			£10	fluid for smoke machine per 0.5l
Haze Fluid	Cost+ 20%	Cost +20%	£10	as above
<i>Consumption monitored</i>				
Haze Machine	£20/£58	£17/£53	£20/£50	Day/Week
<i>Per day/per week</i>				
Radio Mic	£19.10	£19.10	£35	
<i>Per session /per mic</i>				
Pyrotechnic Detonation System	£37.00	£37.00	£15/£40	Day/Week
<i>Per day/per week</i>				
Gaffer Tape	£6.78	£6.78	Cost + 25%	
<i>Per roll</i>				
PAT test	£4.60	£4.60	£4.75	
<i>Per electrical item brought on site without current test</i>				
Box Office / Ticketing Services				
Credit Card Fees	£1.00	£1.00	FOC	per ticket fee
<i>Charged to customer at point of purchase per transaction</i>				
Debit Card Fees	FOC	FOC	FOC	
<i>Charged to customer at point of purchase per transaction</i>				
Postage	£0.75	£0.75	£0.75	

<i>Per ten tickets or less</i>					
Per ticket Fee				£1	except for amateur/charitable performances/or where 6% ticket commission charged.
Other Hires - non performance					
Annexe Lister Hall	£16	negotiable		as above	
<i>Price per hour</i>					
Annexe Lister Hall	£53	negotiable		n/a	
<i>Per 4 hour Session</i>					
Annexe Blue Room	£12	negotiable		as above	
<i>Price per hour</i>					
Annexe Blue Room	£19	negotiable		n/a	
<i>Per 2 hour Session</i>					
Non Performance Theatre Hire	£220	£220		n/a	
<i>3 Hour session Monday - Friday 9-5pm</i>					
Miscellaneous					
Ticket printing	£0.28	£0.28		£0.25	When selling for 3rd party
<i>For non performance events only</i>					
Newspaper Adverts	cost + 20%	cost +20%		cost + 25%	
<i>For local press only</i>					
School Theatre Tours	£78	£52		POA	dependant on day/time/number of pupils.
<i>Subject to availability</i>					

Commissions					
Ticket Sales	10%	6%	10%/6%		Amateurs /charity at reduced rate
<i>Commission on all tickets sold.</i>					
Programme Sales	FOC	FOC	15%		Amateurs /charity exemption
<i>Companies to provide own floats</i>					
Merchandise	15% of sales	15% of sales	15%		
<i>Companies to provide own floats</i>					
Deposits / Cancellations					
Deposit for Hirers	20%	20%	20%		
<i>Payable on confirmation of dates</i>					Cancellation within 3 months
Cancellation Fee within a month	80%	80%	80%		
<i>Of core charges</i>					
Cancellation Fee within a week	100%	100%	100%		
<i>Of core charges</i>					

**** All professional contracts will be negotiated outside these charges**

Appendix 7 – Commercial Waste Charges

ROTHERHAM BOROUGH COUNCIL
Regeneration & Environment

COMMERCIAL WASTE COLLECTION
Scale of charges with effect from 1st April 2017

Contract Type	Container Size (Litres)		Collection Point	Total Annual Charge
A1	(2 x Black Sacks)		Kerbside	£242.39
240A	240	First Bin	Kerbside	£357.27
240A	240	Additional Bin	Kerbside	£239.75
240B	240	First Bin	Premise / Bin Store	£410.77
240B	240	Additional Bin	Premise / Bin Store	£293.38
360A	360	First Bin	Kerbside	£423.68
360A	360	Additional Bin	Kerbside	£306.05
360B	360	First Bin	Premise / Bin Store	£476.91
360B	360	Additional Bin	Premise / Bin Store	£359.72
660	660	First Bin	Premise / Bin Store / Kerbside	£933.67
660	660	Additional Bin	Premise / Bin Store / Kerbside	£816.45
1100	1100	First Bin	Premise / Bin Store	£1063.30
1100	1100	Additional Bin	Premise / Bin Store	£946.80

*** Denotes a contract type which requires the container to be provided by the customer.

Any larger quantities of Commercial Waste will be charged per LOAD.

All of the above prices are based on a once weekly collection.

Commercial Waste accounts are payable **in advance**, following receipt of an invoice.

All charges are rated “**Outside the Scope**” of V.A.T.

All charges are fully inclusive of the current rate of the Government’s Landfill Tax (£80.00 per tonne, w.e.f.1/4/2016).

Reinstatement Fees will apply for Agreements resumed after cancellation for non payment.

Appendix 7 – Commercial Waste Charges

ROTHERHAM BOROUGH COUNCIL
Regeneration & Environment

COMMERCIAL WASTE COLLECTION - RMBC INTERNAL PREMISES
Scale of charges with effect from 1st April 2017

Contract Type	Container Size (Litres)		Collection Point	Total Annual Charge
A1	2 Black Sacks		Kerbside	£214.17
240A	240	First Bin	Kerbside	£315.70
240A	240	Additional Bin	Kerbside	£211.85
240B	240	First Bin	Premise / Bin Store	£362.98
240B	240	Additional Bin	Premise / Bin Store	£259.24
360A	360	First Bin	Kerbside	£374.37
360A	360	Additional Bin	Kerbside	£270.43
360B	360	First Bin	Premise / Bin Store	£421.40
360B	360	Additional Bin	Premise / Bin Store	£317.88
660	660	First Bin	Premise / Bin Store / Kerbside	£825.02
660	660	Additional Bin	Premise / Bin Store / Kerbside	£721.44
1100	1100	First Bin	Premise / Bin Store	£939.57
1100	1100	Additional Bin	Premise / Bin Store	£836.62

*** Denotes a contract type which requires the container to be provided by the customer.

Any larger quantities of Commercial Waste will be charged per LOAD.

All of the above prices are based on a once weekly collection.

Commercial Waste accounts are payable **in advance**, following receipt of an Expenditure Code.

All charges are rated **“Outside the Scope”** of V.A.T.

All charges are fully inclusive of the current rate of the Government’s Landfill Tax (£80.00 per tonne, w.e.f.1/4/2016).

Appendix 7 – Commercial Waste Charges

ROTHERHAM BOROUGH COUNCIL
Environment & Development Services

CHARITABLE COMMERCIAL WASTE COLLECTION
Scale of charges with effect from 1st April 2017

Contract Type	Container Size (Litres)		Collection Point	Total Annual Charge
A1	(2 x Black Sacks)		Premise / Bin Store	£169.12
240A	240	First Bin	Kerbside	£180.09
240A	240	Additional Bin	Kerbside	£72.50
240B	240	First Bin	Premise / Bin Store	£229.05
240B	240	Additional Bin	Premise / Bin Store	£121.61
360A	360	First Bin	Kerbside	£199.42
360A	360	Additional Bin	Kerbside	£91.73
360B	360	First Bin	Premise / Bin Store	£248.12
360B	360	Additional Bin	Premise / Bin Store	£140.88
660	660	First Bin	Premise / Bin Store / Kerbside	£519.26
660	660	Additional Bin	Premise / Bin Store / Kerbside	£411.98
1100	1100	First Bin	Premise / Bin Store	£521.13
1100	1100	Additional Bin	Premise / Bin Store	£414.51

*** Denotes a contract type which requires the container to be provided by the customer.

Any larger quantities of Commercial Waste will be charged per LOAD.

All of the above prices are based on a once weekly collection.

Commercial Waste accounts are payable **in advance**, following receipt of an invoice.

All charges are rated “**Outside the Scope**” of V.A.T.

All charges are fully inclusive of the current rate of the Government’s Landfill Tax (£80.00 per tonne, w.e.f.1/4/2016).

Reinstatement Fees will apply for Agreements resumed after cancellation for non payment.

Appendix 8 – Business Regulation Charges 2017/18

Regeneration and Environment Directorate – Fees and Charges 2017-18
13/03/2017

The Business Regulation Service administers / determines a number of licences and permits that are relevant to the commercial activities of local businesses. In addition, the council also provides services to businesses to assist them in their compliance with regulatory requirements (such as weighbridge verification).

Where fees are not prescribed by legislation, the council has the power to make charges for specific services. The council must set fees for licences / permits / services on a cost recovery basis only; therefore there must be no increase in fees unless there has been a corresponding increase in the cost to the council in administering / determining the application for such a licence / permit. As officer / staff costs make up the majority of the fee that is charged, it is proposed that the fees for 2017/18 are increase in line with the 1% increase in staffing costs across the service (due to the recent pay award) – rounded up to the nearest whole pound.

A further report will be submitted to the Licensing Committee / Board on licensing activities falling within that Committee's terms of reference.

Proposals are as follows:

Animal Health

The Council licences riding, animal boarding and breeding establishments, pet shops, dangerous wild animals and performing animals primarily to ensure animal welfare conditions are met. Regulation for some premises incorporates inspection undertaken by a veterinary surgeon, the costs of which are charged in addition to the licence fees.

Bereavement Services

Cabinet Member will be aware that the Bereavement Services Partnership commenced on 1st August 2008. The fees charged by Dignity Funerals Ltd for the bereavement services it provides are reviewed in April each year. This review is currently in progress, this involves the benchmarking of the proposed fees against those charged by comparable authorities within the region, and a comparison against the national average.

Food, Health & Safety

The Council registers premises for activities such as ear piercing, electrolysis, tattooing and acupuncture primarily to check and maintain appropriate health & safety standards.

The fees for the water samples are set to cover the costs associated with the interpretation, recording and provision of advice following water sampling being undertaken. This service is available to commercial leisure facilities, schools and those in charge of private drinking water supplies. The fees are in addition to those charged by the laboratory and courier (these fees vary depending on the parameters tested, and the location of laboratory used, these charges are passed directly on to the customer that requests the sample). Certain fees are also prescribed in the private water legislation.

Weights & Measures

Fees are charged for the testing and stamping (verification) of weights and measures used for trade.

The fee reflects the hourly cost based on the provision of a single weights and measure inspector. The hourly cost has been calculated based on average salary levels, plus all necessary on-cost for the delivery of the service. Guidance is available that sets out the methodology used to calculate the amount to be recovered. An additional fee may be charged to cover the cost of hiring specialist equipment (such as the heavy test unit).

A full schedule of the proposed 2017/18 fees and charges is attached to this report as Appendix A.

Appendix A – Business Regulation Proposed Fees and Charges 2017/18 (excl. VAT)

	Current Fee	Proposed Fee
ANIMAL HEALTH		
Animal Boarding Establishments	239	242
Animal Boarding Establishments (Home Boarding)	167	169
Riding Establishments	239	242
Performing Animals	147	149
Dog Breeding Establishments	147	149
Dangerous Wild Animals	147	149
Pet Shops	147	149
Zoos (First licence 4 years)	1050	1061
Zoos (Renewal licence 6 years)	1553	1569
FOOD, HEALTH AND SAFETY		
Ear-piercing – PREMISES	123	125
Ear piercing - person carrying on the business	26	27
Tattooing – PREMISES	181	183
Tattooing - person carrying on the business	26	27
Acupuncture – PREMISES	152	154
Acupuncture – person carrying on the practice	26	27
Electrolysis – PREMISES	152	154
Electrolysis – person carrying on the business	26	27
Interpretation of water sample results (payment in addition to analysis charge)	Nil	8
TRADING STANDARDS		
Weights and Measures Inspector (hourly rate)	58.71	60
Weights and Measures Technical Assistant (hourly rate)	35.21	37

Appendix 9 - Pest Control Fees

Pest Control Fees 2017/18

Activity	Number of Services in last 12 months	2016/17 Fee
Rats Inside Properties	468	£20.00
Rats Outside Properties	1187	£2.00
Mice	336	£76.80
Moles	12	£64 per hour
Squirrels	1	£64 per hour
Feral Pigeons	1	£64 per hour
Fleas	66	£76.80
Bed Bugs	66	£64 per hour
Cockroaches	12	£64 per hour
Wasps' Nests	350	£76.80
Flies	1	£76.80
Wild Bees/Bumble Bees	148	£76.80
Stored Product Insects (beetles etc.)	22	£76.80
Garden Ants	75	£76.80

Proposed 2017/18 Fee	Other Local Authority Average Fee
£30.00	£59
£30.00	£49
£84.00	£62
£84 fixed price max 3 treatments	£64
£84 fixed price max 3 treatments	N/A
quote	N/A
£84.00	£62
£192 fixed charge max 4 treatments	£162
£192 fixed charge max 4 treatments	£162
£84.00	£47
£84.00	£63
£84.00	£51
£84.00	£60
£84.00	£56

Summary Sheet

Council Meeting

Cabinet and Commissioners Decision Making Meeting – 13 March 2017

Council Report:

Financial Inclusion Plan for Rotherham Council Tenants

Is this a Key Decision and has it been included on the Forward Plan?

Yes

Strategic Director Approving Submission of the Report

Anne Marie Lubanski, Strategic Director of Adult Care and Housing

Report Author

Paul Elliott – Business and Commercial Programme Manager

Kath Brisland – Financial Inclusion Manager

Summary

To seek authority to approve the Financial Inclusion Plan for Council tenants.

There are a significant number of Rotherham Council tenants who do not have a bank account and are financially excluded.

There are many barriers which prevent access to basic financial services. This plan aims to remove those barriers and support people to become more independent and to take control of their own finances. Evidence tells us that improving financial capability and confidence will contribute to reducing poverty, improving health and educational attainment as well as increasing skills and employability.

The plan will not stand alone to deliver solutions, but recognises that a co-ordinated approach that brings Council services, partners and agencies together will be more cost effective and achieve greater success in providing tenants and residents with the support required to enable them to access the benefits basic financial services can provide.

In the first instance the aim is to help Council tenants improve their quality of life by reducing debts, reliance on high interest cost lenders and increasing levels of educational attainment; which will improve overall skills and job prospects, as well as increase independence and build resilience longer term. The plan will be implemented by housing staff in the remodelled Housing Income Team and Council Housing Allocation Officers.

Following further development of the corporate approach to tackling poverty it is intended to learn from implementation of the tenants Financial Inclusion Plan and where appropriate align resources and offer services irrespective of tenure.

Recommendation

That the Financial Inclusion Plan for Housing be approved for the period 2017 to 2020.

List of Appendices Included

Appendix A – Financial Inclusion Plan Housing – 2017 to 2020

Appendix B – Housing Income Team Structure (to be adopted 3 April 2017)

Background Papers

None attached

Consideration by any other Council Committee, Scrutiny or Advisory Panel
Overview and Scrutiny Management Board

Council Approval Required

No

Exempt from the Press and Public

No

Main Report

Financial Inclusion Plan for Rotherham Council Tenants

1. Recommendation

- 1.1 That the Financial Inclusion Plan for Rotherham Council be approved for the period 2017 to 2020.

2. Background

- 2.1 The term Financial Inclusion is used to describe the millions of people who have access to basic financial services such as banking, affordable credit, insurance and pensions which enable choice, savings and the ability to plan for the future.
- 2.2 There are many citizens of Rotherham who remain “Financially Excluded” and this can be a major factor in being unable to manage money, plan for the future and pay bills.
- 2.3 The implementation of the Government’s Welfare Reform agenda and the previous downturn of the economic climate continue to have a significant impact on citizens who rely on welfare benefits or have low earnings; and their ability to pay priority bills such as rent has been affected.
- 2.4 The need has been identified for the Council, led by the Housing and Neighbourhoods Service to develop a Financial Inclusion Plan and provide a co-ordinated approach to deliver the Financial Inclusion agenda of improving access to basic financial services for Council tenants and then roll out later to all citizens as part of the ‘One Council’ approach.
- 2.5 The objective of the plan is to improve the financial confidence of Council tenants and residents to help maximise income and limit expenditure. By increasing independence and individuals’ prospects will ensure that priority bills are paid, debt is reduced and the opportunity to find employment is improved.

3. Key Issues

- 3.1 There are around 8% (1,638) of tenants do not have a bank account (2016 STAR Survey), which increases to 11% for those tenants in receipt of Housing Benefit.
- 3.2 Rotherham has a high ranking in the Indices of Multiple Deprivation and the three main causes of this are poor health, education and employment.
- 3.3 There are many barriers which prevent access to basic financial services and this plan aims to remove those barriers and evidence that improving financial capability and confidence will contribute to reducing poverty, improving health, educational attainment and opportunities to access employment.

- 3.4 The plan will not stand alone to deliver solutions, but recognises that a co-ordinated approach that brings Council services, partners and agencies together will be more cost effective and achieve greater success in providing tenants with the support required to enable them to access the benefits basic financial services can provide.
- 3.5 The aim is to initially focus on helping Council tenants improve their quality of life by reducing debts, reliance on high interest cost lenders and increasing levels of educational attainment; which will improve overall skills and job prospects, as well as increase independence and build resilience longer term.
- 3.6 This will be delivered by the newly created and better equipped Financial Inclusion Team within the Housing Income Service which will have a broad responsibility for delivering the Financial Inclusion Plan. It will be resourced to have the capacity to develop and deliver the practical interventions and projects which will under-pin this plan and deliver against its ambitions. Following the work of the Corporate policy team reviewing the poverty agenda and the 'One Council' approach it is intended in the future subject to resources being made available this will be rolled out to the benefit of all residents of the borough.
- 3.7 The added value will be a reduction in the financial burden to the Council caused by a high number of tenants and residents who rely on public funded services and a reduction in all forms of debt to the Council.
- 3.8 The plan also recognises the impacts and challenges to tenants and the Council with the continuation of the Government's Welfare Reform agenda and the introduction of Universal Credit. Tenants are disproportionately affected by financial exclusion, it is estimated that tenants make up around 60% of all financially excluded people.
- 3.9 The Welfare Reforms continue to reduce the level of income for many Council tenants which are solely dependent on welfare benefits and will increase their expenses as the amounts required to pay high priority debts such as Council tax increase.
- 3.10 The implementation of Universal Credit will mean all claimants must be able to manage a monthly budget, pay their rent and to have digital access as claims will be made and managed on-line. The Council through the Universal Credit Delivery Partnership arrangements with the Department for Work and Pensions currently offer support to claimants referred from the Job Centres to apply on-line and/ or provide Personal Budgeting Support through the Customer Service team.
- 3.11 The ability to budget and manage money to the best possible advantage is becoming more critical and co-ordinated action is required to limit the impact on tenants.
- 3.12 The Council, as the largest social landlord in Rotherham with a high proportion of tenants who pay rent by Housing Benefit, will be affected significantly if costs and rent arrears continue to increase and rental income declines.

3.13 The plan promotes an early intervention approach to tenancy management and affordability. Following approval of the plan it is intended to launch a promotion and awareness campaign through multiple media channels including the Council's website, Home Matters tenant's magazine, flyers in rent and Council tax bills and social media.

4. Options considered and recommended proposal

4.1 The adoption of a Financial Inclusion Plan has benefits for both tenants and residents across the borough which is why a two phased approach to financial inclusion is recommended.

Phase 1 – Adopt a Financial Inclusion Plan for Tenants

4.2 The Financial Inclusion Plan sets out a coherent vision defining how the Council will assist tenants to sustain tenancies and develop more independent lives free from support services. This should ultimately result in requiring fewer service interventions by the Council so, over the longer term, increasing income and reducing expenditure.

4.3 The plan will be initially delivered through the Financial Inclusion Team which sits within the Housing Income Team. A transformation for this service was approved by Cabinet on 10 October 2016 and includes an investment of £638,000 to expand services offered to tenants. As part of the 'One Council' approach this will act as a catalyst for a wider review of how such support services are delivered to residents over the medium term. In this first stage it is proposed to deliver these services solely to tenants given the enormity of the financial challenges they face due to the ongoing welfare reforms and the need to sustain Council tenancies for those tenants in arrears.

4.4 The specific benefits the Council anticipate tenants to receive through delivering the Financial Inclusion Plan are:

- Feel confident in being able to make the right decisions about their money
- Open a bank account which will allow tenants to receive and take out their money
- Borrow at a reasonable cost if the need arises
- Buy affordable insurance to protect tenants' homes and their family
- Build up savings for an emergency
- Reduce worklessness
- Obtain advice about money and welfare benefits from free and trusted sources
- Sustain their tenancies and stay out of debt
- Reduce reliance on Council services i.e. arrears management, tenancy support
- Overall increased independence and self-reliance

Phase 2 – Expand the Financial Inclusion Plan for Residents

- 4.5 The next step would be to expand into a Corporate Financial Inclusion Plan that would serve the needs of all Rotherham residents regardless of housing tenure. Whilst similar approaches and outcomes around financial inclusion will apply to both tenants and residents, a staged approach presents an opportunity to learn from phase 1 and to better understand the impact the plan is having on services.
- 4.6 The Council therefore needs time to consider how it intends to deliver an Anti-Poverty Strategy and build capacity in its Financial Inclusion Support Services.
- 4.7 Tenants are under increasing pressure due to welfare reform measures and are disproportionately affected by financial exclusion so it is important that the Council focuses on supporting tenants initially. The implementation of an all-encompassing plan would mean delays for tenants to get the help they need. Resources have been identified to support delivery and this is why a phased approach is recommended.

5. Consultation

- 5.1 The Welfare Reform Working Group, which has representatives from the ‘third sector’, has been consulted on the content of this plan at their meeting of 4 March 2016. Input from the Advocacy and Appeals Service has been given as the Financial Inclusion Team will continue to make referrals to this service. The Revenues and Benefits Service has also been consulted on 21 September 2016.
- 5.2 The Housing Quality and Standards Challenge Group has also been consulted on 12 April 2016 and is supportive of adopting a Financial Inclusion Plan for Housing.

6. Timetable and Accountability for Implementing this Decision

- 6.1 Cabinet – 13 March 2017

Tom Bell, Assistant Director of Housing, is responsible for implementing this decision.

7. Financial and Procurement Implications

- 7.1 The Financial Inclusion Plan for Council housing tenants itself does not have any cost other than officer time. Delivery of the plan will require employees of the Council to work in accordance with the plan’s aims. The current cost of employees in the Financial Inclusion team is £161,947 per annum. This cost will increase by £329,561 for the Financial Inclusion component of the Housing Income Team service transformation approved by Cabinet on 10 October 2016.
- 7.2 The financial cost and business case for implementing a corporate financial inclusion plan which engages with all residents is not yet understood and would need to be developed as part of the second stage.

7.3 There are no direct procurement implications associated with this report, although a procurement exercise has been undertaken by the Council for the provision of basic bank accounts. The Council pay the set up costs for each new account so there are no costs passed on to the tenant.

8. Legal Implications

8.1 There are no direct legal implications associated with this report, although the adoption of a Financial Inclusion Plan should minimise the number of cases where it is necessary to take legal action against tenants to recover rent arrears.

9. Human Resources Implications

9.1 The Financial Inclusion Team will deliver the Financial Inclusion Plan, alongside other colleagues in the Adult Care and Housing Directorate and the Regeneration and Environment Directorate.

9.2 The Housing Income Team, of which the Financial Inclusion team is part, has been reviewed due to ongoing Welfare Reforms. As a result there will be significant changes to job roles and responsibilities. Consultation with staff and trade unions is now complete. The new structure will be adopted on 3 April 2017. A copy of the proposed structure is attached at Appendix B.

9.3 A review of resources would need to take place as part of the second stage of implementation.

10. Implications for Children and Young People and Vulnerable Adults

10.1 The strategy aims to contribute to the 4 priorities set out in the RMBC Corporate Plan:

- I. Every child making the best start in life
- II. Every adult secure, responsible and empowered
- III. A strong community in a clean, safe environment
- IV. Extending opportunity, prosperity and planning for the future

10.2 The Financial Inclusion Team will provide practical help and support to children's families and vulnerable adults aimed at improving their health and wellbeing, improving their aspirations and educational attainment. The details are explained further in the plan.

11. Equalities and Human Rights Implications

11.1 An Equalities impact assessment is to be undertaken.

12. Implications for Partners and Other Directorates

12.1 The Financial Inclusion Plan will ensure financial support services to tenants are co-ordinated and remove the current disparate approach to service delivery. Partners will benefit as it will define what support the council will provide to tenants in financial distress.

12.2 Tenants who are financially astute are less likely to require interventions from partners and other Directorates such as Health, Department for Work and Pensions, Citizen's Advice Bureau and Housing Benefits.

12.3 In order to deliver the plan the Housing and Neighbourhoods service will continue to refer to the Advocacy and Appeals service under the current SLA for 2016-17. In order to provide the support tenants require, it is anticipated Money Advice Officers will need to visit some vulnerable tenants in their homes, rather than the current system that all appointments are held in Riverside House. This will mirror the service offered by the Financial Inclusion team at present and will be at no extra cost to the HRA.

13. Risks and Mitigation

13.1 There are significant risks to future Housing Revenue Account income given ongoing welfare reforms and the general financial pressures on low income households. The Council must consider the impact to the service and future long term viability of the HRA Business Plan given the ongoing increase in arrears, in 2015-16 there was an increase in arrears of 34%. This is unsustainable in the medium to long term and Cabinet has approved additional investment in the service of £638,000 to address the ongoing challenges outlined in the report.

13.2 As rent arrears increase, this may result in increased evictions, which will put greater pressure on the Homelessness Service and Children's and Young Peoples Services, funded through the General Fund.

13.3 A further risk is not delivering the Council's priorities, and not adopting a Financial Inclusion Plan which will result in residents continuing to be financially excluded and failing to lead independent lives without the support of Council services.

14. Accountable Officer(s)

Approvals obtained from:

Assistant Director of Housing and Neighbourhoods – Tom Bell

Finance and Customer Services – Kath Andrews, Principal Accountant

Legal Services – Neil Concannon, Service Manager – Litigation and Social Care

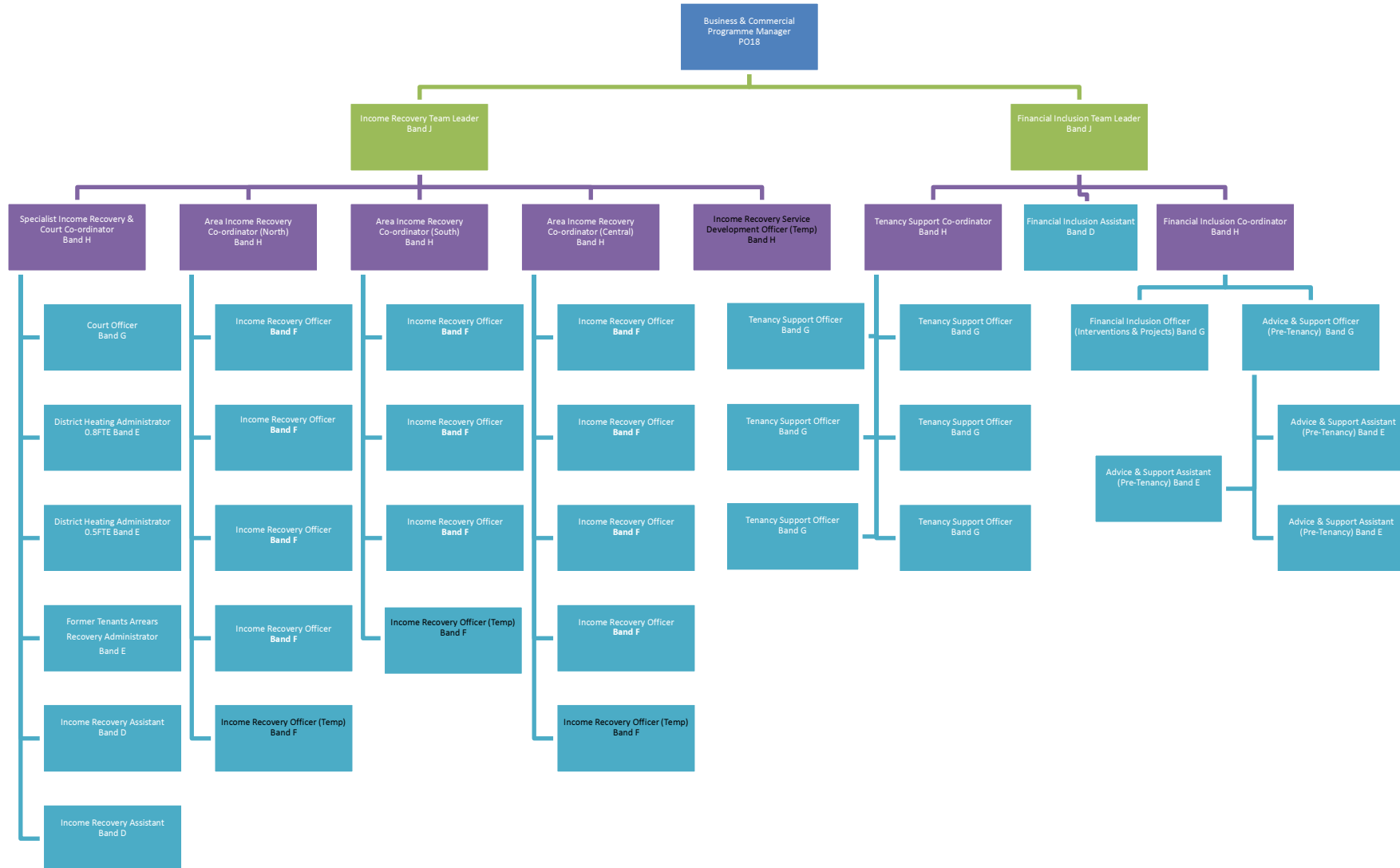
Human Resources – Odette Stringwell, Business Partner

This report will be published on the Council's website or can be found at:-

<http://moderngov.rotherham.gov.uk/ieDocHome.aspx?Categories>

Appendix B A New Housing Income Service to include:

Housing Income Recovery Service, and Financial Inclusion & Tenancy Support Service



Appendix A
RMBC
Financial Inclusion
Plan
Housing
2017-20



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1. Executive summary

“Financial inclusion” means the delivery of financial support to people who don’t have access to basic services such as bank accounts, debit cards, credit cards, savings, insurance and pensions. Limited access to such basic services can impact on people’s health, their independence and ability to improve their own life chances.

Many tenants are generally on lower than average incomes, and are more likely to experience financial challenges. This can be as simple as not having a bank account.

Economic downturn

Despite the economic recovery, many household budgets are still feeling the squeeze. The latest Indices of Multiple Deprivation (IMD2015) show that deprivation in Rotherham has increased slightly over the past five years, with the borough now ranked 52nd most deprived district (53rd in 2010). However deprivation in the poorest 10% of the borough has increased significantly and 20% of Rotherham’s residents live within the 10% most deprived areas of England. Many of these residents are Council tenants.

Changing technology

Digital and technological developments offer great opportunities to promote financial inclusion, as online and mobile banking allows users instant access to help people keep track of their spending but this also presents new challenges for those who are financially excluded. The 2016 Star Tenant Survey revealed the following:

- 66% of tenants have access to the internet
- Older tenants are less likely than younger tenants to have internet access
- Four in ten tenants who receive Housing Benefit do not have internet access

This has major implications due to the implementation of a range of welfare reform policies including Universal Credit.

Interest rates

Interest rates have remained at or below 0.5% for the past six years and the latest predictions suggest that a rise in interest rates is not likely to be imminent and will be minimal. However, when this happens it will have an adverse effect on many Council tenants.



Low Income Households

Many of our tenants and residents are in low paid work. In view of the squeeze on income for those in lower paid work, due to ongoing changes to welfare benefits outlined previously it is becoming increasingly important that the Council has a clear strategy to help its tenants to manage their finances, pay their rent or mortgage and maintain their tenure.

Housing Benefit is the largest element of income to the Housing Revenue Account. There has been a reduction in the amount of Housing Benefit paid to Council tenants and the annual percentage of the debit paid by Housing Benefit has reduced to 60% in 2015-16. This has meant tenants now have to pay more rent out of their already restricted income, which many tenants find difficult and so is manifesting its self through successive increases in rent arrears.

The most recent analysis of high level Council housing debt indicates that many tenants do not claim Housing Benefit or are ineligible due to income levels or have their benefits reduced or sanctioned. This cohort of tenants find it difficult to budget as their pay is erratic and many borrow from high interest costs lenders to pay for their basic needs when their income is stopped or reduced.

There are many barriers which prevent access to basic financial services and this plan aims to recognise and work toward removing those barriers.

As a Council we want to support our tenants to improve their financial situation. By doing so the Council can assist in reducing poverty, improve health, educational attainment and opportunities to access employment.

The plan aims to help Council tenants improve their quality of life by reducing debts, reliance on high interest cost lenders, increasing levels of educational attainment and improve the potential to gain employment.

The plan will not stand alone to deliver solutions but recognises that a co-ordinated approach that brings Council services, partners and agencies together will be more cost effective and achieve greater success in providing tenants and residents with the support required to enable them to access the benefits basic financial services can provide.

The four key areas of focus are:

- Theme 1 – Financial responsibilities
- Theme 2 – Sustainable tenancies
- Theme 3 – Protecting the most vulnerable
- Theme 4 – Support and advice

2. Vision

Our vision statement for Rotherham's Financial Inclusion Plan:

The Council will:

- * Work with tenants so they understand the **financial responsibilities** of sustaining a tenancy
- * Seek to understand tenants housing **needs** so tenants are not placed into financially unsustainable situations
- * Provide support for the **most vulnerable** and target households affected by welfare reform
- * Improve access to **support, advice** and financial services which enhance tenants financial well-being

These commitments will assist the Council in a number of ways including:

- * By reducing the number tenancies that fail, will reduce the number of empty properties, which in turn will reduce the Council's operating costs.
- * Improving tenants financial circumstances through targeted support of households affected by welfare reform will reduce rent and other arrears to the council whilst improving the financial position of the most vulnerable.

3. The role of the Council

National Context

Over recent years a number of factors such as the economic downturn and Welfare Reform are causing more people to experience money problems. For many, affording life's necessities is becoming increasingly difficult.

A key area which has impacted many council tenants is the introduction of a range of welfare reforms over the past 3 years. Those already in place include:

- * The Social Sector Size Criteria, or the "Bedroom Tax" introduced in April 2013 for households of working age who under-occupy their homes.
- * A Benefit Cap for couples with children and single parent families of £20,000 per annum or £384 per week. This affects around 130 of our tenants.
- * Universal Credit (UC): Introduced in Rotherham in December 2015, has huge implications for Council tenants as it combines six different benefits including Housing Benefit, into a single lump sum payment to the household. UC is paid monthly, in arrears, and households will have to budget their money monthly instead of weekly and manage their own rent payments, possibly for the first time.
- * The change from Disability Living Allowance to Personal Independence Payment.

There were further changes introduced by the Welfare Reform and Work Act 2016:

- * Four year freeze on out of work benefits.
- * Most 18 to 20 year olds will no longer have an automatic entitlement to Housing Benefit.
- * The limit on Housing Benefit to the Local Housing Allowance (lower 30% of private rented sector) rate from April 2019.
- * Single people under 35 will only receive the Local Housing Allowance shared room rate for their housing costs which for 2015/ 2016 is £58.50. This is approximately £14 per week less than the rent for a one bedroom Council flat. If our tenancy profile remains similar, in future this will mean approximately 600 tenants will have to make up this shortfall in benefit.
- * The limit on Child Tax Credit to two children and the removal of the family element. This means if a family has a third child they will no longer be entitled to or will lose benefit equivalent to £2,780 per child if there has been a change in circumstances lasting six months or more

Local Context

Rotherham faces great challenges as a area, these include the economy, housing, worklessness, education and health.

Rotherham is the 52nd most deprived area out of 326 English districts, and a third of its population live in areas which are located in the most deprived 20% in England. Around 58,000 people in Rotherham live in the most 10% of deprived areas in England. The Indices of Multiple Deprivation show's this is driven mainly by high worklessness, low qualification and skill levels and poor health.

Over 66,000 adults are on a low income and are reliant in supplementary benefits such as tax or pension credits which is around a third of the adult population.

The inequality gap between the most deprived neighbourhoods and the rest of the borough has grown as deprivation has increased since 2007. High deprivation is reflected in high levels of financial exclusion, debt problems and fuel poverty.

Welfare reform is estimated to have taken £66 million per year (2016) from low income households in Rotherham, particularly families with children and those who are long term sick, and the impact is expected to double to £132 million per year by 2020/21 as a result of further welfare changes.

Pressures on household budgets have forced a growing number of people to use food banks. Rotherham is amongst the 8% of districts most affected by problem debt. The vast majority of over-indebted people feel anxious, stressed and unhappy as a result of their situation but only a minority are accessing advice (Money Advice Service report 2013).

Whilst pensioners have been protected from welfare reforms, many are still on a very low income. 21.6% of Rotherham pensioners claim pension credit, above the English average of 18.3%. Rotherham has 125,400 people aged 16-64 who are economically active (i.e. in work or actively looking for work), a rate of 77.1% which is below the national average of 77.7% [Note source of most labour market data is from the ONS Annual Population Survey, latest September 2015

Relative to England, Education deprivation in Rotherham overall has reduced slightly although the most deprived areas have fallen further behind whilst less deprived areas have advanced.

Ultimately the Government's welfare reform programme over 2011- 2018 is expected to increase and intensify deprivation in Rotherham by reducing the incomes of the poorest households, particularly people who are disabled or long term sick, and families with children.

By delivering a Financial Inclusion Plan it will not only help people to feel confident and make the right decisions about money matters, but will be more wider reaching. It will also help to improve health and well -being, build independence and increase tenant's job opportunities.

The Council will also benefit from the positive impact of financial inclusion as it can reduce the time and costs of:

- * recovering rent and council tax arrears
- * preparing empty properties for re-let
- * prevent homelessness applications
- * Improve the sustainability of Rotherham's most deprived communities

Corporate Plan Priorities

The Council's Financial Inclusion Team will deliver this Plan in collaboration with other teams and services, including the Money Advice Service, which receives funding from the Housing Revenue Account to provide independent financial advice to tenants at risk of eviction.

The Plan will support the delivery of all four of the Council's Corporate Plan Priorities in the following ways:

Every child making the best start in life

The Council will continue to offer more intensive support to all families at risk of losing their home due to rent arrears. The Housing Revenue Account will continue to fund Family Support workers within the Children's and Young Person's Service who will offer help and advice to any family referred by the Housing Income team. The Council will also work in schools to start as early as possible with education in money management. The overall Plan will contribute to reducing the number of children living in poverty and ensuring all children live in a safe and secure environment.

Every adult secure, responsible and empowered

The Council will support tenants in financial difficulty by providing advice and guidance on financial issues. We will work with colleagues to provide preventative support to contribute to sustaining tenancies, reducing homelessness and poverty.



A strong community in a clean, safe environment

The Council will assist tenants to manage their finances better, which will lead to reduced debt and increase income for the Council to spend on improving the communities in which tenants live.

Extending opportunity, prosperity and planning for the future

The Council will refer tenants to other services who can provide support with accessing employment and money advice. Working with other teams, the Council will encourage contractors and suppliers to offer apprenticeships to tenants and their families and support them into work.

The Housing Strategy

The plan will contribute towards delivering the Housing Strategy by:

- * Ensuring the Council support tenants to move out of the rental sector as their household income increases. Research by the Joseph Rowntree Foundation¹ demonstrates that social housing can be used as the springboard into employment and homeownership.
- * Equip tenants and residents with the skills to manage their finances and build confidence to move into employment, training or education so they do not become trapped in a cycle of poverty.
- * Strengthen and sustain communities by providing financial advice and support to tenants and residents in financial difficulty.¹ How Does Housing affected work incentives for people in poverty?, Joseph Rowntree Foundation, 22 February 2016

4. Themes

4.1 Financial responsibility

Vision - Work with tenants so they understand the financial responsibilities of sustaining a tenancy.

The Council will:

- * Train frontline staff to develop skills to help new and existing customers with a range of money matters, including household budgeting, paying bills and saving.
- * Work with partner agencies to ensure customers can access specialist money and debt advice services when they need it.
- * Strengthen existing and develop new partnerships with Credit Unions to help tenants improve their financial 'staying power' by securing loan products and accounts.
- * Locate and publicise a number of providers to enable tenants to open basic bank accounts

4.2 Sustainable tenancies

Vision - Seek to understand tenants housing needs so tenants are not placed into financially unsustainable situations.

The Council will:

- * Engage with prospective tenants at pre-tenancy stage with advice and assistance to ensure they are prepared and can afford rent and other household expenses.
- * Identify which prospective tenants requiring support to sustain a tenancy and provide a support package as they transition into Council accommodation.
- * Ensure a detailed financial assessment is undertaken for all prospective tenants to ensure that can afford a Council tenancy.

4.3 Protecting the most vulnerable

Vision - Provide support for the most vulnerable and target households affected by welfare reform.

The Council will:

- * Arrange appropriate and specific support for our most vulnerable tenants.
- * Work with the third sector to offer specialist advice where appropriate; such as through our partnership with Age UK providing advice and support to elderly tenants eligible to apply for Attendance Allowance.
- * Provide targeted employment advice and support.

4.4 Support and advice

Vision - Improve access to support, advice and financial services which improve tenants financial well-being

The Council will:

- * Complete a financial / benefit health check at each sign up and agree a minimum 6 week action plan for new tenants identified as requiring support
- * Train staff to support staff to apply for benefits, grants, Discretionary Housing Payments and Universal Credit
- * Help tenants in arrears to agree an affordable payment plan
- * Promote savings that can be made from online fuel accounts and switching suppliers
- * Develop training courses for tenants who need help in using digital technology

These actions will help create successful, sustainable tenancies meaning the council will have fewer empty properties, lower operating costs, less rent loss and lower arrears. This means more money will be available to spend on services to tenants.

5. Delivery

The Financial Inclusion Team

The Council has invested significant resources in the Financial Inclusion team to work with potential and existing tenants so they are financially fully prepared, even before they move in and are equipped to sustain their tenancy.

This dedicated team helps households suffering from multiple debts or serious financial problems to stay in their homes. They can help with:

- Household budgeting
- Money and debt advice
- Benefits appeals and overpayment
- Arranging customer events and training on money matters
- Providing help and advice to open and use building society, credit union and bank accounts
- Sourcing advice on how to complete a CV, job application forms and prepare for an interview in order to help find work
- Access financial advice from other agencies

The team can be contacted by:

Telephone – 01709 822293

Email - Rotherhamtenancysupport@rotherham.gov.uk

The team can:

- Help you to complete benefit application forms
- Discuss payment plans
- Arrange direct debits
- Accept rent payments
- Offer help and advice by phone
- Attend tenancy sign-ups
- Run local surgeries
- Offer face to face home visits

These services will be available from 08:00-20:00, Monday to Friday and Saturday morning's between 08:30 – 12:30.

6. Resources

National public spending reductions continue to affect the Council's overall resources and over the next three years, the Council will need to achieve savings of £41m, alongside the need to invest in children's social services, modernise adult social care, and ensure resources are available for other elements of the Council's improvement programme.

The delivery of this Financial Inclusion Plan contributes in many ways to the Council's overall financial position for example every tenancy sustained reduces the burden on other services such as the Homelessness team.

The increased income collection activity that will be required as a result of implementation of Universal Credit in Rotherham alongside the significant investment in tenant support services will assist in reducing tenant arrears and ultimately ensure more cash is available for investment in general housing services.

Through the significant investment in the service it is predicted that up to a further £940k of cash will be collected every financial year into the Housing Revenue Account. This is in addition to the reduction in support that will be required to be offered by other services to these tenants.

7. Governance

This is the first Financial Inclusion Plan developed for housing. The Council are in a period of rapid change; following further development of the Corporate approach to tackling poverty throughout Rotherham, being led by the Corporate Policy team, it is intended to review the plan and where appropriate expand services to all tenants and residents.

This Plan was formally approved by Cabinet on 6 March 2017.

The success of the Plan will be monitored by Rotherham's Housing Improvement Panel, which will be responsible for receiving six-monthly progress reports. Success will be measured through a series of performance indicators. Appendix 1 sets these out in further detail.

8. Appendix 1 – Performance Indicators

KPI	Activity	Success Criteria	Measure
FIS1	Financial Inclusion Strategy Action Plan	Percentage of actions which are on target, or ahead of target date	Quarterly Monitor R (<75%) A (75-90%) G (>90%)
FIS2(a) FIS2(b)	FIS* staff providing advice and support to tenants with rent arrears and other financial difficulties *Financial Inclusion Service	a) Amount of additional welfare benefits sourced and claimed, and b) Resulting rent arrears reduction when case closed	Monthly trend analysis will highlight direction of traffic for :- a) Additional welfare benefits claimed b) Rent arrears change from when case opened to closed
FIS3	Interventions with prospective and new tenants ensuring rent payments are initiated from start of tenancy	Percentage of new tenants with clear rent balance after 8 weeks from start of tenancy	Monthly trend analysis will highlight direction of traffic and gap analysis
FIS4(a) FIS4(b)	Interventions with Universal Credit (UC) claimants which result in successful rent payment arrangement	Percentage of UC claimants who have no rent debt, or a reduced rent debt after a) 3 months and b) 6 months of receiving benefit	Monthly Monitor a) R (<50%) A (50-60%) G (>60%) b) R (<55%) A (55-70%) G (>70%)
FIS5	Bespoke solutions to prevent possession proceedings being required after referral to FIS staff	Percentage of cases where possession proceedings were not required due to FIS activity	Monthly trend analysis R (<50%) A (50-70%) G (>70%)
FIS6	Timely referral to other agencies in order to improve support offer to vulnerable tenants	Successful outcome can be evidenced with reduced debt and / or sustained tenancies	Monthly trend analysis R (<50%) A (50-70%) G (>70%)
FIS7	Number of tenants switching energy supplier resulting in reduced outgoings	Tenants are better equipped to manage bills and then prioritise rent payments	Monitoring of monthly trend analysis will highlight direction of traffic

FIS8	Number of tenants referred into training or employment through 'employability' interventions	Will contribute to promoting employment and reducing worklessness in the Borough	Monitoring of monthly trend analysis will highlight direction of traffic or gap analysis
FIS9	Number of tenants referred to and taking up the use of Credit Union services	Evidenced reduction in the use of high interest lending providers and use of saving products through Credit Unions	Monitoring of monthly trend analysis will highlight direction of traffic or gap analysis
FIS10	Number of school aged children who attend financial education sessions organised by FIS service	Feedback from schools on the level of awareness and understanding of financial issues following sessions	Quarterly trend analysis will highlight direction of traffic and influence future activity / action planning
FIS11(a) FIS11(b) FIS11(c)	Evaluating tenant satisfaction with FIS provision through a bespoke customer satisfaction survey when FIS case is closed - agree	Increased number of tenants who are:- a) Confident in making financial decisions due to FIS support b) Able to use online / digital self-service in the future c) Satisfied with level of FIS support provided to them	Monitoring of monthly trend analysis will highlight direction of traffic for both individual and team performance highlighting gap analysis to inform service change