

## OVERVIEW AND SCRUTINY MANAGEMENT BOARD

- Date and Time:-** Wednesday, 7 March 2018 at 11.00 a.m.
- Venue:-** Town Hall, Moorgate Street, Rotherham.
- Membership:-** Councillors Brookes, Clark, Cowles, Cusworth, Evans, Mallinder, Napper, Sheppard, Short, Steele (Chair) Walsh and Wyatt.

### AGENDA

1. Apologies for Absence
2. Declarations of Interest
3. Questions from Members of the Public and the Press
4. To consider whether the press and public should be excluded from the meeting during consideration of any part of the agenda.

#### 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 12<sup>th</sup> March, 2018. Members of the Overview and Scrutiny Management Board are invited to comment and make recommendations on the proposals contained within the report.

#### For Discussion/Decision:-

5. Proposals for consultation on the implementation of the Early Help Strategy: Phase Two & Phase Three (report herewith) (Pages 1 - 41)
6. Fees and Charges 2018-19 (report herewith) (Pages 42 - 104)

#### For Information/Monitoring:-

7. Customer Access Strategy and Support for all Customers (briefing note attached) (Pages 105 - 106)
8. To determine any item which the Chairman is of the opinion should be considered as a matter of urgency.
9. Date and time of next meeting - Wednesday, 21st March, 2018 at 11.00 a.m.



SHARON KEMP, Chief Executive.

Public Report  
Cabinet and Commissioners' Decision Making Meeting

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## Summary Sheet

### Name of Committee and Date of Committee Meeting

Cabinet and Commissioners' Decision Making Meeting – 12 March 2018

### Report Title:

Proposals for consultation on the implementation of the Early Help Strategy: Phase Two & Phase Three

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

Yes

### Strategic Director Approving Submission of the Report:

Ian Thomas, Strategic Director of Children and Young People's Services

### Report Author

David McWilliams, Assistant Director – Early Help & Family Engagement  
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### Ward(s) Affected

All

## Summary

The Early Help Offer is an essential element of Rotherham's Improvement Plan. It is designed to meet the needs of children, young people and families swiftly, when problems first emerge and to prevent the escalation of issues and the requirement for more costly statutory intervention.

The Rotherham Early Help Offer was launched in January 2016 introducing new systems and processes and creating integrated locality teams from a range of previously separate services and professional disciplines.

Working Together to Safeguard Children (2015) sets out the statutory requirement for Early Help services.

A review of Ofsted Inspection findings of services for children in need of help and protection, children looked after and care leavers suggests that, effective high-performing children's social care is always accompanied by a high quality Early Help Offer. (What do good early help services look like? RMBC (2016).

The successful implementation of Phase One of the Early Help Strategy has delivered £1.2 million in savings to date. This report is concerned with the permission to consult on the proposals for the implementation of Phase Two and Phase Three of the Early Help Strategy, which will deliver savings of around £500k over the next two financial years by redesigning services and introducing a borough wide Intervention Hub to deliver a more sustainable and cost efficient service in the future.

- Phase One of the Early Help Strategy introduced;

New governance through; the Children and Young people's Strategic Partnership (CYPSP), the Local Safeguarding Children Board (LSCB) the Member led Early Help Review Board, the partner led Early Help Steering Group and new systems and processes to ensure swift access to support through; the Request for Support, the Early Help Assessment (EHA) and the first phase of integration of previously separate professional disciplines and services into integrated Early Help locality teams.

- Phase Two of the Early Help Strategy (2016-19) describes;

"Phase Two will see a whole service delivery redesign; developing new job roles and more efficient and effective ways of working to embed a shared responsibility across the partnership for meeting the needs of families earlier. We will build on our achievements in phase one and refine our Early Help Offer through further integration and service redesign with our partners and stakeholders."

- Phase Three of the Early Help Strategy (2016-19) describes;

"Phase three will ensure that our early help offer is sustainable. The Council will work in partnership to explore the potential for all-age family integrated services and look at innovative ways to reshape our existing buildings and centres into all age delivery points in localities and communities. The local authority will review its staffing structures and seek to reduce our management capacity as the early Help offer becomes further embedded across the wider early help partnership."

This report provides; the Guiding Principles for the consultation on the proposals for the implementation of Phase Two and Phase Three of the Early Help Strategy (Appendix A), the approved savings considered at Overview and Scrutiny Management Board on 14<sup>th</sup> December 2017 and the timeline for consultation and proposed implementation in February 2019.

### **Recommendations**

1. That an extensive 90 day consultation period (60 day public and 30 day Staff) on the proposed implementation of Phase Two and Phase Three of the Early Help Strategy 2016-2019 be approved.
2. That the proposed timeline for consultation and implementation of the Early Help Strategy Phase Two and Phase Three, as set out at paragraph 6.1 of this report, be approved.
3. That a further report comes back to the Commissioner in October 2018 with recommendations following the consultation.

**List of Appendices Included:**

Appendix A – The Guiding Principles for the Early Help Whole Service Review

Appendix B – Equality Analysis

Appendix C – Building Proposals

**Background Papers**

Cabinet Report. Early Help Strategy: Phase Two, Whole Service Review: 10th July 2017.

Rotherham's Early Help Strategy: 2016-2019.

Rotherham Plan, A New Perspective 2025.

What do good early help services look Like? 2016.

The Children and Young People's Plan, 2016-2019.

Family Hubs, A Discussion Paper, The Children's Commissioner, 2016.

Rotherham: a Child-Centred Borough, Cabinet Report, June 6<sup>th</sup> 2016.

The Cost of Late Intervention, Early Intervention Foundation (EIF), 2016.

Childcare Act 2006.

RMBC Ofsted Monitoring Visit letter: 13<sup>th</sup> March 2017.

DfE Sure Start Children's Centre Statutory Guidance (April 2013).

Early Intervention: The Next Steps, 2011.

Working Together to Safeguard Children: 2015.

Ofsted Inspection Report, January 2018.

Review of the Youth Justice System in England & Wales. December 2016.

Education Inspections Act 2006.

**Consideration by any other Council Committee, Scrutiny or Advisory Panel**

Overview and Scrutiny Management Board – 7 March 2018

**Council Approval Required:**

No

**Exempt from the Press and Public:**

No

## **Proposals for consultation on the implementation of the Early Help Strategy: Phase Two & Phase Three**

### **1. Recommendations**

- 1.1 That an extensive 90 day consultation period (60 day public and 30 day Staff) on the proposed implementation of Phase Two and Phase Three of the Early Help Strategy 2016-2019 be approved.
- 1.2 That the proposed timeline for consultation and implementation of the Early Help Strategy Phase Two and Phase Three, as set out at paragraph 6.1 of this report, be approved.
- 1.3 That a further report comes back to the Commissioner in October 2018 with recommendations following the consultation.

### **2. Background**

- 2.1 The publication of the Graham Allen report, *Early Intervention: the next steps*, (2011) and the subsequent creation of the Early Intervention Foundation (EIF), has led to a growing body of evidence which makes the case for Early Intervention and prevention. The evidence shows that outcomes are better for children and young people if agencies intervene earlier; that working with the whole family is the most effective approach to achieving sustained outcomes and that effective Early Help yields cost benefits across public services including; adult social care, the criminal justice, health and welfare systems. *The Cost of Late Intervention*, EIF (2016).
- 2.2 The statutory guidance, *Working Together to Safeguard Children* (2015), sets out the requirements for Early Help Services, stating;

*Local areas should have a range of effective, evidence-based services in place to address assessed needs early. The Early Help offer should draw upon the local assessment of need and the latest evidence of the effectiveness of early help and early intervention programmes. In addition to high quality support in universal services, specific local early help services will typically include family and parenting programmes, assistance with health issues and help for problems relating to drugs, alcohol and domestic violence. Services may also focus on improving family functioning and building the family's own capability to solve problems; this should be done within a structured, evidence-based framework involving regular review to ensure that real progress is being made.*

- 2.3 The guidance in *Working Together to Safeguard Children* (2015) makes it clear that all local agencies should work together to support children and families. As such, a strong Early Help Offer can be a key enabler for integrated working at a neighbourhood level across all ages.
- 2.4 Rotherham's Early Help Offer was launched on the 18<sup>th</sup> January 2016. This followed a restructure in October 2015 when a new management team was established and a number of previously separate services and professional disciplines were brought together to form integrated, multi-disciplinary, Early Help Locality Teams.

2.5 The vision for Early Help in Rotherham was co-produced with partners and staff. The vision describes;

- “All agencies working together to ensure children, young people and families have their needs identified early so that they can receive swift access to targeted help and support.”

2.6 The Early Help Strategy is aligned to the Rotherham locality and neighbourhood based approach captured in;

The Rotherham Plan, A New Perspective 2025, the Building Stronger Communities Strategy, the work being undertaken through the Council’s Thriving Neighbourhoods Programme Board, the Safer Rotherham Partnership Building Confident and Cohesive Communities work stream, South Yorkshire Police Neighbourhood Policing model and the principles of the Rotherham Place Plan Board, Rotherham Place Plan Delivery Team and the Rotherham Children and Young People Transformation Group.

2.7 The development of Rotherham’s Early Help Offer and Strategy is intrinsically linked to the Children’s Services improvement journey, the delivery of a three year savings and efficiencies programme to contribute to the Council’s approved savings. Clear progress of improvements and impact can be tracked and evidenced since the launch of the Early Help Offer in January 2016.

2.8 In April 2016 an Ofsted Improvement Visit noted:

*‘All staff spoken to, while feeling the pain of change, are incredibly committed, enthusiastic and excited about the changes. All have seen the integration of teams and the Ofsted process as a learning experience and opportunity to improve the lives of children in Rotherham, which was heart-warming’. There is evidence staff have been and continue to be consulted on the transformation programme and while anxious about their jobs and what it means for them, remain on the whole positive.’*

2.9 In February 2017, an Ofsted Monitoring visit noted:

- *The implementation of multi-disciplinary locality teams is leading to improved coordination of early help support to families by the local authority.*
- *There is much evidence of children’s circumstances improving as a result of the early help being provided.*
- *There are also some positive examples of very timely intervention and support for families, who have an allocated worker within one of the locality teams.*

2.10 In the ten month period between the Inspection Visit and the Monitoring Visit the feedback from Ofsted notes the rapid and sustained progression of the Early Help workforce. There is a notable shift in the emphasis of the feedback from the '*commitment and anxieties of staff*' in the new locality teams, towards a focus on the positive impact and quality of the Early Help Offer.

2.11 The Ofsted Re-inspection of services for children in need of help and protection, children looked after and care leavers report, published January 29<sup>th</sup>, 2018 noted;

- *Services to children in need of help and protection are now good.*
- *The early help offer has undergone considerable transformation so that there is now a shared strategic ownership and ambition with partners. The local authority, with its partners, revised and relaunched its new early help assessment, and has worked to support partners in completing these.*
- *Families benefit from a broad range of early help services, which are becoming more integrated with social care. This facilitates an improved and seamless delivery of services to children and their families.*
- *There is a wide range of accessible and good-quality early help services delivered through locality teams, youth services, children's centres and the troubled families offer. Early help locality teams are now co-located with social care and partners across the borough. This is improving communication and the delivery of responsive interventions and services in local communities. Resources and interventions delivered are informed by intelligence gathered from the top five issues identified from referrals to social care. For example, help is appropriately focused to provide parenting support and targeted help such as counselling, attachment based family therapy and multi-systemic therapy. Feedback from families, schools and partners of the local authority demonstrates that early help is making a difference, and that families feel supported at this lower level.*
- *Partner agencies are now undertaking assessments, demonstrating their growing confidence in the arrangements. Inspectors saw some very effective work with children and families.*
- *Partners have grown in confidence in completing early help assessments.*
- *Arrangements for stepping cases up to social care or down to early help are robust, and are supported through weekly management meetings.*

### **3. Key Issues**

- 3.1 To ensure that the Early Help Service is able to respond to the increasing demands being placed upon Children's and Adults Social Care and the changing needs of children, young people and families, there is a need to further integrate the professional disciplines and job roles within the Early Help service to better reflect; whole family working, and to create better opportunities for staff development, progression and retention.
- 3.2 The proposals for Phase Two and Three of the Early Help Strategy will ensure that Early Help Practitioners and managers have the right skills mix to respond to the needs of families and that the workforce is supported with the right levels of management support and oversight.
- 3.3 The proposed re-designed services will also deliver an Early Help workforce with the skills and capacity to complement and support partners and stakeholders who share responsibility for meeting the needs of children and families across the borough.
- 3.4 The Early Help Offer is currently delivered through a mixed economy of universal, targeted and outreach work, with staff based in locality offices on a range of sites across the borough and delivery taking place in Youth Centres, Children's Centres, Schools and Community buildings. The Early Help Offer needs to be delivered in a way that strengthens partnership and neighbourhood working and is targeted appropriately to support Rotherham's most vulnerable children, young people and families.
- 3.5 The proposals to further integrate staff within the Early Help Locality Teams are informed by; the Guiding Principles, (Appendix A), that were co-produced with staff and agreed at the 10<sup>th</sup> July 2017 Cabinet Meeting, an analysis of workflow and demand since the Early Help Offer was launched in January 2016 and feedback from service users, Peer Reviews and Ofsted Monitoring and Inspection visits.
- 3.6 An analysis of performance data and feedback from Exit Surveys (completed by families after receiving an Early Help intervention) informs the rationale for the proposed distribution of resources and staff within the three geographical boundaries of North, South and Central. The redistribution of resources will maximise the opportunities to work more collaboratively with a wider range of RMBC services and key partner agencies including; Schools, Health, South Yorkshire Police (SYP) and the Voluntary and Community Sector (VCS).
- 3.7 The proposed re-design will provide targeted, evidenced based interventions through a variety of delivery points and negotiated spaces, (Community buildings, Youth Centres and Children Centres) relevant to the diversity of the community and will be flexible enough to meet changing patterns of current and future demand, not fixed or bound to buildings that are no longer fit for purpose to deliver outstanding outcomes for children, young people and families in Rotherham.



- 3.8 The proposals include savings to be approved through the rationalisation of a range of properties. The buildings identified at 4.10 and 4.13 of this report are subject to the current operational property review being undertaken by the Asset Management Service and will be reported and tracked through the Asset Management Board.
- 3.9 Property related savings will be accounted for as part of the £1 million approved savings requirement, CCR2, which covers the corporate review of land and property, linked to service reviews and localities; (£1m over two years, 2017/18 and 2018/19 from reducing property).

#### **4. Summary of options considered and recommended proposal**

- 4.1 The following summary captures the key changes proposed.
- 4.2 The development of locality Family Hubs, (Early Help Team bases with staff co-located alongside RMBC services, social care and health partners) providing delivery points for a Children Centre Offer, a Youth Offer and the 0-19 Health Offer. The commitment to explore the development of Family Hubs is an objective within Phase Three of the Early Help Strategy and is informed by the rationale contained within; Family Hubs, A Discussion Paper, The Children's Commissioner, October 2016.
- 4.3 The introduction of a borough wide Intervention Hub. This will expand upon the current evidenced based programmes used by Early Help practitioners across the borough to achieve better and more sustained outcomes for children, young people and families in Rotherham.
- 4.4 An expansion of the Family Group Conferencing (FGC) and Edge of Care (EoC) provision to ensure that children and families receive high quality, cost effective interventions.
- 4.5 A reduction in the number of Heads of Service posts from four to three.
- 4.6 The creation of two Early Help Service Manager Posts to match the current structures within Children's Social Care and to offer better career development opportunities for M2 and M3 Managers.
- 4.7 Greater integration of the Youth Offending Team, bringing interventions into localities so that young offenders are integrated more effectively into their communities and enhancing the multi-agency response from Education, Schools and social care. This is in line with the recommendations of the Taylor Review of the Youth Justice System in England & Wales December 2016.
- 4.8 A proposed reduction in the number of registered Children Centres from 12 to 9, whilst ensuring the Children Centre Offer within the locality is retained by delivering universal and targeted services from a range of sites better suited to the needs of families. (Appendix C).

4.9 DfE Sure Start Children's Centre Statutory Guidance (April 2013) states;

*A children's centre should make available universal and targeted early childhood services either by providing the services at the centre itself or by providing advice and assistance to parents (mothers and fathers) and prospective parents in accessing services provided elsewhere.*

The statutory definition of a children's centre states that;

*Children's centres are as much about making appropriate and integrated services available, as it is about providing premises in particular geographical areas.*

4.10 The proposed Children Centres in scope are;

- Park View (Central Locality)
- Broom Valley (Central Locality)
- Wath Victoria (North Locality)

4.11 A proposed reduction in the number of Youth Centres and Early Help Team bases from eleven to six. (Appendix C).

4.12 The Statutory Guidance, Section 507B of the Education and Inspections Act 2006. States that;

*It is therefore local authorities' duty to secure, so far as is reasonably practicable, equality of access for all young people to the positive, preventative and early help they need to improve their well-being. This includes youth work and other services and activities that:*

- a. Connect young people with their communities, enabling them to belong and contribute to society, including through volunteering, and supporting them to have a voice in decisions which affect their lives;
- b. Offer young people opportunities in safe environments to take part in a wide range of sports, arts, music and other activities, through which they can develop a strong sense of belonging, socialise safely with their peers, enjoy social mixing, experience spending time with older people, and develop relationships with adults they trust;
- c. Support the personal and social development of young people through which they build the capabilities they need for learning, work, and the transition to adulthood – communication, confidence and agency, creativity, managing feelings, planning and problem solving, relationships and leadership, and resilience and determination;
- d. Improve young people's physical and mental health and emotional well-being;

- e. Help those young people at risk of dropping out of learning or not achieving their full potential to engage and attain in education or training; and
- f. Raise young people's aspirations, build their resilience, and inform their decisions – and thereby reducing teenage pregnancy, risky behaviours such as substance misuse, and involvement in crime and anti-social behaviour.

4.13 The proposed Youth Centres and Team Bases in scope are;

- Herringthorpe (Central Locality)
- Treeton (South Locality)
- Kiveton (South Locality)
- Maltby Linx (South Locality)
- Swinton (North Locality)

## 5. Consultation

- 5.1 A robust 90 day consultation (60 day Public, followed by 30 day Staff) will involve meetings with all staff as well as formal communication via letter and the offer of individual support through Human Resources (HR) and Early Help managers. The consultation will involve the Trade Unions and will be delivered through a combination of public meetings, online surveys and use of existing fora, for example Children Centre Advisory Panel. This consultation will seek the views of; parents, young people, Members, partners, stakeholders, professionals and members of the community through a series of consultation events across the borough. There will also be a dedicated Twitter account #earlyhelpconsultation2018 and an email account [earlyhelp.consultation@rotherham.gov.uk](mailto:earlyhelp.consultation@rotherham.gov.uk) for Frequently Asked Questions (FAQs).
- 5.2 Consultation on the proposed Implementation of Phase Two and Three will be undertaken in line with the Vision and Objectives set out in the Early Help Strategy 2016-2019, the Co-produced Guiding Principles (Appendix A) and the Cabinet Report; Early Help Strategy, Phase Two, Whole Service Review: 10th July 2017.
- 5.3 The consultation process and co-production of Rotherham's Early Help Offer has been ongoing since November 2015. In developing Rotherham's Early Help Strategy 2016-19, a significant consultation was undertaken during Autumn and Winter 2016/17 with; children and young people, staff, Voluntary and Community Sector, the Children and Young People's Strategic Partnership, Health and Wellbeing Board, Local Safeguarding Board, Safer Rotherham Partnership, Early Help Steering Group, Early Help Review Board, Department for Communities & Local Government, Troubled Families Unit, Sheffield City Council, Department for Education, Practice Improvement Partner (Lincolnshire County Council) and all Rotherham Ward and Parish Councillors.

- 5.4 In 2014 a public consultation took place to understand demand in relation to the Council's Children Centre Offer. The findings of the consultation were considered by Cabinet on 18<sup>th</sup> June 2014. The major concern raised during this consultation was that additional travel would be required as a result of closing centre buildings and this might reduce the number of families accessing the Children Centres. The report further noted that local authorities are not required to provide a Centre building in walking distance. However, they are required to provide access to services locally. There is a need to undertake a new public consultation due to the period of time that has passed since 2014, and also to ensure that the public understand the local offer in the context of the current Early Help Offer, which did not exist in 2014.
- 5.5 In addition, opportunities will be made available throughout the consultation period to visit Children Centres in Lincolnshire as part of the Practice Improvement Partner arrangement to inform the final recommendations.
- 5.6 In March 2016, a Youth Service Consultation took place involving all existing centres, all schools, uniformed provision, the Voluntary and Community Sector, the Youth Cabinet and a bespoke YouTube consultation video was produced supported by a social media campaign on Twitter (#TheBigYouthConversation). 897 young people responded to the consultation and findings were shared with the Early Help Review Board and Early Help Steering Group. The majority of young people who responded did not visit Council youth centres. However, more than 60% of young respondents felt that it was 'very important' or 'important' to keep Youth Centres in Rotherham.
- 5.7 Throughout November and December 2016, the Early Help Senior Leadership Team undertook a series of staff and partner engagement events, creating opportunities through 'structured conversations' to further shape the development of the Early Help Offer in Rotherham.
- 5.8 In March 2017 the extended Early Help Management Team attended a workshop on Phase Two of the Early Help Strategy and to co-produce the Guiding Principles (Appendix A).
- 5.9 It is proposed that formal consultation on the final proposals for the new service delivery model, service structure and job roles will commence in April 2018 and run for 90 days.

## **6. Timetable and Accountability for Implementing this Decision**

- 6.1 The table below sets out a high level timeline for the new structure to be in place from February 2019 Trade Unions have been updated monthly as a Standing Item at the Children and Young People Services Trade Union Meeting.

1.	Cabinet Report: Early Help Strategy: Phase Two & Phase Three implementation.	12 <sup>th</sup> March 2018
2.	Public consultation (60 days) Staff 30 days (90 days inclusive)	9 <sup>th</sup> April – 6 <sup>th</sup> July 2018
3.	Cabinet Report: Early Help Strategy: Phase Two & Phase Three implementation.	October 2018
4.	New structure implementation.	February 2019

## 7. Financial and Procurement Implications

- 7.1 Children's Services budgets remain under pressure due to increasing demand resulting in a forecast outturn overspend for 2017/18. The Early Help Service has helped to partially mitigate this position through stringent vacancy controls and robust budget monitoring processes. Further management actions to reduce the budget pressure are being developed by the Directorate.
- 7.2 The Early Help service achieved savings of £501k in 2016/17 and £421k in 2017/18.
- 7.3 The Budget and Council Tax 2018-19 report approved by Cabinet on 19<sup>th</sup> February and to be considered by Council on 28<sup>th</sup> February includes further savings from the implementation of the Early Help Strategy. £205k part-year savings are included in the 2018/19 budget and full-year savings of £380k are included in the 2019/20 budget (both savings figures include the £30k saving related to the troubled families programme). On the basis of the timetable in paragraph 6.1 above, these savings will be realised in full from February 2019 and it is anticipated that £59k of the £205k saving will be achieved in 2018/19. The remaining £146k will be met from continued vacancy savings from the current Early Help staffing structure.
- 7.4 The full year savings to be achieved in 2019/20 from the Early Help strategy phases 2 & 3 are £498k. This covers the £380k further saving as referred to in Paragraph 7.3 and provides £118k towards previously agreed savings from a corporate review of land and property, linked to service reviews and localities.
- 7.5 Any delays to the timetable set out in this report would have a further impact on the timescale of delivery of the savings proposed. The financial impact of any delay in the implementation of this review would be found from other savings and efficiencies from within the service, e.g. vacancy management.

## 8. Procurement Implications

- 8.1 The options being considered outline a partnership approach to delivery of services and changing roles for staff within that. The implication for this is that current contracted services will have existing service specifications that will not reflect the requirements of the new way of working. Therefore it will be necessary as part of the process of the implementation of the agreed delivery model (following consultation and service review process) to co-produce new service specifications that reflect the alternative approach and this will need to inform the procurement approach required. Market development should be considered to ensure a transparent approach but will also encourage innovation and fulfil the obligations of the Social Value Act (2012).
- 8.2 It is also advisable to continue to consider the benefits of delivering some of the current Council delivered services through other providers. It is reasonable to consider this option as part of the implementation of the Early Help Strategy whilst taking account of the following:
- The cost of change from current arrangements and transition arrangements.
  - The financial gain in the long-term.
  - The advantages of flexibility of contracted services in that the delivery model can be altered over time through the service specification in response to changing demand.
- 8.3 By considering this, the Council can demonstrate it has fully considered Best Value in its determination of whether to maintain current service delivery or to consider the need to procure in a different way through a formal tender process. This may also need to be factored into any plans regarding future tendering activity.
- 8.4 The Council, in adopting this approach, can ensure that the agreed model has responded to the current implications of utilisation and demand of the services and develops options that are flexible enough to respond to changing demands without the requirement for complete system redesign. In doing so, the council along with stakeholders, can demonstrate that Best Value has been achieved, whilst also ensuring best outcomes in line with statutory responsibilities (including children's legislation and procurement regulations) and proactively and effectively meeting the needs of local Children, young people and families.
- 8.5 The Service will work with the Procurement Team to identify all associated risks and implications for contracts associated with the action detailed in this report.

## 9. Legal Implications

- 9.1 It is imperative that in considering the proposals set out in this report regard is given to the need to comply with the Council's statutory duties in this area. In particular this includes the duties under the Education Act 1996, around securing sufficient educational leisure time activities and facilities for the improvement of the well-being of young persons, and the duties under Childcare Act 2006 to ensure there are sufficient Children's Centres, so far as reasonably practicable, to meet local need.
- 9.2 There is a specific statutory duty placed on local authorities under section 5D of the Childcare Act 2006, to ensure there is consultation before any significant changes are made to children's centre provision in their area. Statutory guidance makes it clear that this would include:
- Making a significant change to the range and nature of services provided through a children's centre and/or how they are delivered, including significant changes to services provided through linked sites; and
  - Closing a children's centre; or reducing the services provided to such an extent that it no longer meets the statutory definition of a children's centre.
- 9.3 In addition, as a matter of public law, any proposal to close a facility or significantly change a service will require a reasonable period of engagement and consultation with those affected by such a proposal.
- 9.4 Therefore, a robust consultation exercise on the proposals for the Early Help services is required with staff, service users and other stakeholders. The purpose of the consultation is to gather the views and preferences of those consulted on the proposals and suggested implementation, and to understand whether there are any possible unintended consequences of the proposals. The product of the consultation will then help to inform final proposals. This is properly identified and catered for in the proposed consultation exercise set out in paragraph 5.1 above.
- 9.5 In addition to the legal requirements for robust consultation, the Council must ensure it complies with its duties under the Equality Act 2010. Under Section 1 of that Act the Council must, when making decisions of a strategic nature about how to exercise its functions, have due regard to the desirability of exercising them in a way that is designed to reduce the inequalities of outcome which result from socio-economic disadvantage. In addition under Section 149 of the Equality Act, the Council must comply with the public sector equality duty which requires it to have due regard to the need to:
- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act.
  - Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.

- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

9.6 In dealing with this duty, the Council must have due regard in particular, to the need to:

- Remove or minimise disadvantages suffered by persons who share a relevant characteristic that are connected to that characteristic.
- Take steps to meet the needs of people who share a relevant protected characteristic that are different to the needs of persons who do not share it.
- Encourage persons who share a relevant characteristic to participate in public life or any other activities where their participation is disproportionately low.

9.7 Protected characteristics include disability, age, race, sex, religion or belief, gender reassignment, marriage and civil partnership, pregnancy/maternity and sexual orientation.

## **10. Human Resources (HR) Implications**

10.1 The changes proposed are likely to involve considerable change, both in relation to individual roles and their redesign and also in relation to staffing structures.

10.2 Any staff placed at risk as a result of the changes will be given full support in terms of redeployment. Equally, staff will be supported in relation to the changing nature of their roles and the move to more generic duties and responsibilities.

## **11. Implications for Children and Young People and Vulnerable Adults**

11.1 The implications for Children and Young People and Vulnerable Adults are captured in the Equality Analysis.

11.2 Whilst the recommendations propose some building closures the local Youth or Children Centre Offer (Places to go and things to do) will be delivered from a different site in the locality or from the existing site through a Service Level Agreement (SLA).

11.3 The Early Help Service directly contributes to a number of the Council's key strategies and objectives:

11.3.1 The Rotherham Plan. A New Perspective 2025;

“Contributing to this is a refreshed Early Help programme, which involves partners working together to ensure children, young people and families have their needs identified early so that they can receive swift access to targeted help and support.”



### 11.3.2 A Child Friendly Borough;

Six principles that will enable children to thrive:

- A focus on the rights and voice of the child
- keeping children safe and healthy
- Ensuring children reach their potential
- An inclusive borough
- Harnessing the resources of communities
- A sense of place.

### 11.3.3 The Children and Young People's Plan, 2016-2019;

The three main strategic outcomes to be achieved for children, young people and their families in Rotherham are:

- Children and young people are healthy and safe from harm
- Children and young people start school ready to learn for life
- Children, young people and their families are ready for the world of work

## **12. Equalities and Human Rights Implications**

12.1 Decision makers are directed to Rotherham Metropolitan Borough Council's duty to promote equality and diversity in all the work it does and services it delivers. An Equality Analysis, (Appendix B) has been undertaken to inform and support the whole service review. This will be updated following the proposed consultation exercise.

## **13. Implications for Partners and Other Directorates**

13.1 Key partners, stakeholders, service users and staff have been engaged in the development of the Rotherham Early Help Offer since October 2015 and will continue to be engaged as part of the 90 day consultation process.

## **14. Risks and Mitigation**

14.1 The Council will need to consider emerging risks, but these are likely to be specific to individuals and their employment status. The overriding risks are not following statutory processes, the potential negative impact on performance and quality during the review period and implementation stage and reputational damage as a result of a reduction in buildings and services across the borough. Officers will work closely with HR and the communications team to mitigate any risks normally associated with a Whole Service Review and restructure through Legal, Financial and HR compliance.

## **15. Accountable Officers**

Ian Thomas, Strategic Director of Children and Young People's Services  
David McWilliams, Assistant Director – Early Hel

**Approvals Obtained from:-**

	<b>Named Officer</b>	<b>Date</b>
Strategic Director of Finance & Customer Services	Mick Wildman	31.01.2018
Assistant Director of Legal Services	Neil Concannon	17.01.2018
Head of Procurement (if appropriate)	Karen Middlebrook	22.01.2018
Head of Human Resources (if appropriate)	Theresa Caswell	16.01.2018

*Report Author: David McWilliams, Assistant Director – Early Help*

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

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

## APPENDIX A

### Guiding Principles



Proud to work with Rotherham's  
children • young people • families

The guiding principles of the Early Help Strategy consultation are:

- To build on what's working well
- To embed whole family working (one family, one worker, one plan)
- To address the current inequities in roles, responsibilities and remuneration
- To support integrated locality working and the Thriving Neighbourhoods programme
- To work restoratively with a culture of continuous improvement and excellence
- To deliver value for money and our approved savings
- To seek savings through reducing the management structure
- To ensure there are clear lines of responsibility and clear progression routes
- To invest in workforce development
- To enable flexible working with high quality and affordable delivery points (Places to go and things to do)

**APPENDIX B: RMBC - Equality Analysis Form for Commissioning, Decommissioning, Decision making, Projects, Policies, Services, Strategies or Functions (CDDPPSSF)**

<b>Under the Equality Act 2010 Protected characteristics</b> are age, disability, gender, gender identity, race, religion or belief, sexuality, civil partnerships and marriage, pregnancy and maternity. Page 6 of guidance. Other areas to note see guidance appendix 1	
<b>Name of policy, service or function. If a policy, list any associated policies:</b>	<b>Early Help Strategy 2016-19 Phase Two &amp; Three implementation:</b>
<b>Name of service and Directorate</b>	Early Help: Children and Young People's Services (CYPS)
<b>Lead manager</b>	David McWilliams: Assistant Director, Early Help & Family Engagement
<b>Date of Equality Analysis (EA)</b>	January 2018
<b>Names of those involved in the EA (Should include at least two other people)</b>	David McWilliams Paul Grimwood Jenny Lingrell Karla Capstick Susan Claydon Anne Hawke Debi Scott
<p><b>Aim/Scope</b> (who the Policy /Service affects and intended outcomes if known) See page 7 of guidance step 1</p> <p>The Early Help Service is an essential component of Rotherham Metropolitan Borough Council's (RMBC) Improvement Plan. It is designed to meet the needs of children, young people and families swiftly, when they first emerge, and to prevent the requirement for statutory intervention. Since the publication of the Graham Allen report, Early Intervention: the next steps in 2011 and the subsequent creation of the Early Intervention Foundation (EIF), evidence has been collated to make the case for Early Intervention. The evidence shows that outcomes are better for children and young people if agencies intervene earlier; that working with the whole family is most effective and that the work yields cost benefits across public service, including adult social care; the criminal justice and welfare systems. (The Cost of Late Intervention, EIF, 2016).</p> <p>Early Help spans a wide age range; 0-19 years (and up to 25 years if there is a disability or special educational need). It incorporates pre-birth, early years, adolescence through to early adulthood. Early Help has a critical role to play at the key transition points in a child's journey from dependence to independence. The service brings together a range of statutory and non-statutory functions including; Family Support Services, Education Welfare, Youth Justice and Youth Support Services.</p> <p>The statutory guidance, Working Together to Safeguard Children (2015), sets out the requirements for Early Help Services, stating;</p> <p><i>'Local areas should have a range of effective, evidence-based services in place to address assessed needs early. The Early Help on offer should draw upon the local assessment of need and the latest evidence of the effectiveness of early help and early intervention programmes. In addition to high quality support in universal services, specific local early help services will</i></p>	

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*typically include family and parenting programmes, assistance with health issues and help for problems relating to drugs, alcohol and domestic violence. Services may also focus on improving family functioning and building the family's own capability to solve problems; this should be done within a structured, evidence-based framework involving regular review to ensure that real progress is being made'.*

The Early Help Strategy 2016-19 Vision is for;

“All agencies working together to ensure Children, young people and families have their needs identified early so that they can receive swift access to targeted help and support,” and articulates the ‘journey’ to put in place an effective, value for money early help offer over three phases.

This supports and directly contributes to the Children and Young People’s Services vision;

Working with children, families and our partners, for Rotherham’s Children’s Services to be rated outstanding by 2018;

Children and young people are healthy and safe from harm  
Children and young people start school ready to learn for life  
Children, young people and their families are ready for the world of work

This will mean our children, young people and families are proud to live and work in Rotherham.

**Phase One** of the Early Help Strategy was about going back to the basics. Putting effective systems and processes in place that are easy to access and simple to understand.

**Phase Two** is the whole service delivery redesign; developing new job roles and more efficient and effective ways of working to embed a shared responsibility across the partnership for meeting the needs of families earlier. We will build on our achievements in phase one and refine our early Help Offer through further integration and service redesign with our partners and stakeholders.

**Phase Three** will ensure that we have an effective early help offer that is sustainable and critical to the ambitions of the partnership and the council and implement more radical approaches to ensuring better outcomes for Children, young People and families in Rotherham. We will explore the potential for all-age family integrated services and reshape our existing centres into all age delivery points in localities and communities. We will review our staffing structures and seek to reduce our management capacity as the early help offer becomes further embedded.

This equality analysis concerns Phase Two and Three of the Strategy which proposes the consolidation of key skills within the workforce, an improved management structure, and a redistribution of resources to ensure the needs of the community are matched with demand and need. This includes proposals on which buildings are; Best Value, the most appropriate for direct delivery, accessible to the community, staff bases and co-location with key partners.

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A summary of the key changes proposed are:

The development of locality Family Hubs, (Early Help Team bases with staff co-located alongside RMBC services, social care and health partners and provide delivery points for the 0-19 Offer). The commitment to explore the development of Family Hubs is an objective within Phase Three of the Early Help Strategy and is informed by the rationale contained within; Family Hubs, A Discussion Paper, The Children's Commissioner, October 2016.

The introduction of a borough wide Intervention Hub. This will expand upon the current evidenced based programmes used by Early Help practitioners across the borough to achieve better and more sustained outcomes for children, young people and families in Rotherham.

An expansion of the Family Group Conferencing (FGC) and Edge of Care (EoC) provision to ensure that children and families receive high quality, cost effective interventions.

A reduction in the number of Heads of Service posts from four to three.

The creation of two Early Help Service Manager Posts to match the current structures within Children's Social Care and to offer better career development opportunities for M2 and M3 Managers.

Greater integration of the Youth Offending Team, bringing interventions into localities so that young offenders are integrated more effectively into their communities and enhancing the multi-agency response from Education, Schools and social care. This is in line with the recommendations of the Taylor Review of the Youth Justice System in England & Wales December 2016.

A proposed reduction in the number of registered Children Centres from 12 to 9, whilst ensuring the Children Centre Offer within the locality is retained by delivering universal and targeted services from a range of sites better suited to the needs of families. DfE Sure Start Children's Centre Statutory Guidance (April 2013) states;

*A children's centre should make available universal and targeted early childhood services either by providing the services at the centre itself or by providing advice and assistance to parents (mothers and fathers) and prospective parents in accessing services provided elsewhere.*

The statutory definition of a children's centre states that;

*Children's centres are as much about making appropriate and integrated services available, as it is about providing premises in particular geographical areas.*

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The proposed Children Centres in scope are;

- Park View (Central Locality)
- Broom Valley (Central Locality)
- Wath Victoria (North Locality)

A proposed reduction in the number of Youth Centres and Early Help Team bases from eleven to six.

The Statutory Guidance, Section 507B of the Education and Inspections Act 2006. States that;

*It is therefore local authorities' duty to secure, so far as is reasonably practicable, equality of access for all young people to the positive, preventative and early help they need to improve their well-being. This includes youth work and other services and activities that:*

- a. Connect young people with their communities, enabling them to belong and contribute to society, including through volunteering, and supporting them to have a voice in decisions which affect their lives;
- b. Offer young people opportunities in safe environments to take part in a wide range of sports, arts, music and other activities, through which they can develop a strong sense of belonging, socialise safely with their peers, enjoy social mixing, experience spending time with older people, and develop relationships with adults they trust;
- c. Support the personal and social development of young people through which they build the capabilities they need for learning, work, and the transition to adulthood – communication, confidence and agency, creativity, managing feelings, planning and problem solving, relationships and leadership, and resilience and determination;
- d. Improve young people's physical and mental health and emotional well-being;
- e. Help those young people at risk of dropping out of learning or not achieving their full potential to engage and attain in education or training; and
- f. Raise young people's aspirations, build their resilience, and inform their decisions – and thereby reducing teenage pregnancy, risky behaviours such as substance misuse, and involvement in crime and anti-social behaviour.

The proposed Youth Centres and Team Bases in scope are;

- Herringthorpe (Central Locality)
- Treeton (South Locality)

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- Kiveton (South Locality)
- Maltby Linx (South Locality)
- Swinton (North Locality)

A set of Guiding Principles were agreed with Early Help Managers and were subsequently approved at the 10<sup>th</sup> July 2017 Cabinet Meeting.

The guiding principles of the Early Help Strategy consultation are:

- To build on what's working well
- To embed whole family working (one family, one worker, one plan)
- To address the current inequities in roles, responsibilities and remuneration
- To support integrated locality working and the Thriving Neighbourhoods programme
- To work restoratively with a culture of continuous improvement and excellence
- To deliver value for money and our approved savings
- To seek savings through reducing the management structure
- To ensure there are clear lines of responsibility and clear progression routes
- To invest in workforce development
- To enable flexible working with high quality and affordable delivery points (Places to go and things to do)

**What equality information is available? Include any engagement undertaken and identify any information gaps you are aware of. What monitoring arrangements have you made to monitor the impact of the policy or service on communities/groups according to their protected characteristics?**

A snapshot of the service shows 3518 children and young people in 1552 families working with Early Help practitioners. Referrals came from a range of health providers, (including adult and children's mental health), a range of education providers (Primary, Secondary and Special). Housing, individuals, Children's and adult social care, nurseries voluntary and community agencies, refuges, police and other emergency services and other local authorities.

The bringing together of services that were previously disparate to provide a coherent and



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targeted offer means Early Help has an increasing detailed knowledge of the needs of individuals, families and communities.

In the past 6 months 1657 children were the subject of an Early Help Assessment. An analysis of demand shows; Parenting (38.5%) followed by Mental Health and Emotional Wellbeing (20.5%), Family Relationships (9.7%), Attendance and School Engagement (7.2%) and Domestic Violence (3.5%) as the key presenting issues resulting in an Early Help intervention.

Ages of children within the scope of the service range from unborn to 25, with gender distributed as 47% Female and 52% Male. Disabilities account for 1.4% of those worked with.

The Ethnicity of those worked with shows different proportions to the overall ethnic population of Rotherham identified in the 2011 census. White British are a lower proportion and BME groups are higher. This will to some extent reflect further migration from European countries since the last population census, but is still larger than the predicted increase of 10% in BME groups, (Office of National Statistics) indicating a growth in need amongst these groups.

<b>Ethnic Group</b>	<b>Percentage</b>
<b>A1 - White British</b>	81.45%
<b>A2 - White Irish</b>	7.00%
<b>A3 - Any other White background</b>	2.62%
<b>A5 - Gypsy / Roma</b>	3.95%
<b>B1 - White and Black Caribbean</b>	1.01%
<b>B2 - White and Black African</b>	0.59%
<b>B3 - White and Asian</b>	1.50%
<b>B4 - Any other mixed background</b>	0.87%
<b>C2 - Pakistani</b>	2.72%
<b>C3 - Bangladeshi</b>	7.00%
<b>C4 - Any other Asian background</b>	0.94%
<b>D1 - Caribbean</b>	3.00%
<b>D2 - African</b>	1.36%
<b>D3 - Any other Black background</b>	0.14%
<b>E1 - Chinese</b>	0.17%
<b>E2 - Any other ethnic group</b>	2.41%
<b>E3 - Refused</b>	7.00%

In order to ensure the service maintains an effective and inclusive offer to all groups and communities, the service has a monthly dashboard which is monitored by senior managers Bi-weekly as well as scrutiny through; The Performance Board, The Children and Young People's Partnership, The Early Help Review Board, The Early Help Steering Group and the Children's Improvement Board. This ensures the service knows its target population, can monitor delivery to different groups and also in conjunction with intelligence shared by partners, (e.g. services across the council, police, schools and health), respond to trends within communities.

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<p><b>Engagement undertaken with customers. (date and group(s) consulted and key findings)</b> See page 7 of guidance step 3</p>	<p>A team of Young Inspectors have been involved in the inspection of some Early Help services resulting in improvement action plans and the views of young people will continue to inform service transformation through the delivery of the Early Help strategy.</p> <p>Children, Young People and Families who receive a service from Early Help are routinely asked to complete an 'Exit Survey' once the intervention comes to an end as part of the Early Help Quality Assurance Framework.</p> <p>The total number of surveys completed, since the system was launched is 390.</p> <ul style="list-style-type: none"> <li>• North 82</li> <li>• South 70</li> <li>• Central 221</li> <li>• Borough wide Services 6</li> <li>• Children's Disability 1</li> <li>• Not provided (i.e. skipped Question 10)</li> </ul> <p>Top three presenting needs identified through Exit Surveys are;</p> <ul style="list-style-type: none"> <li>• Parenting support for behaviour</li> <li>• Low self-esteem, self-confidence, self-worth</li> <li>• Financial difficulties/debt</li> </ul> <p>A summary of feedback below shows that Families value the support from Early Help Practitioners.</p> <p>97% (360 people/families who responded to this question) got support when they <u>most</u> needed it</p> <p>98% (364 people/families who responded to this question) received the service they were expecting</p> <p>97% (364 people/families) rated their overall experience of the help and support they received from the worker(s) within the Early Help Team as Good or Excellent</p> <p>81% of respondents (291 people/families who responded to this question) are still using something they have learnt from us now.</p> <p>98% (364 people/families who responded to this question) felt listened to and involved in the planning of services and support they received.</p>
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95% (329 people/families who responded to this question) said that the support/services provided by the Early Help Team had a positive impact on their life and the life of their children.

Through the proposals in the Early Help Review, these roles will be strengthened further with greater equity in workload and remuneration and better career development opportunities.

In the Autumn and winter of 2016/17 a significant consultation was undertaken during with; children and young people, staff, Voluntary and Community Sector, the Children and Young People's Strategic Partnership, Health and Wellbeing Board, Local Safeguarding Board, Safer Rotherham Partnership, Early Help Steering Group, Early Help Review Board, Department for Communities & Local Government, Troubled Families Unit, Sheffield City Council, Department for Education, Practice Improvement Partner (Lincolnshire County Council) and all Rotherham Ward and Parish Councillors.

A robust 90 day consultation (60 day Public and 30 day Staff) will involve meetings with all staff as well as formal communication via letter and the offer of individual support through Human Resources (HR) and Early Help managers. The consultation will involve the Trade Unions and will be delivered through a combination of public meetings, online surveys and use of existing fora, for example Children Centre Advisory Panel. This consultation will seek the views of; parents, young people, Members, partners, stakeholders, professionals and members of the community through a series of consultation events across the borough. There will also be a dedicated Twitter account #earlyhelpconsultation2018 and an email account [earlyhelp.consultation@rotherham.gov.uk](mailto:earlyhelp.consultation@rotherham.gov.uk) for Frequently Asked Questions (FAQs).

Partners to be engaged in the Early Help Whole Service Redesign consultation include;

All Early Help RMBC staff, all Ward and Parish Councillors, CYP Strategic Partnership, HWB Board, Safeguarding Board, Safer Rotherham Partnership, all school Headteachers and school Governors, Voluntary Action Rotherham, Voluntary and Community Sector, Children and Families Consortium, South Yorkshire Police, Rotherham Ethnic Minority Alliance (REMA), Health Watch, Rotherham United FC, Public Health, Rotherham Doncaster and South

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	Humber NHS Foundation Trust (RDaSH), The Rotherham NHS Foundation Trust (TRFT), Clinical Commissioning Group (CCG), Youth Cabinet, LAC Council, Barnardo's, Community Plan.
<p><b>Engagement undertaken with staff about the implications on service users (date and group(s) consulted and key findings)</b> See page 7 of guidance step 3</p>	<p>Staff consultation events will take place throughout the period of April to July 2018, to allow for Early Help staff to influence the Early Help proposals and feel part of the process to shape the future of the Early Help service. These sessions will build on previous consolation and engagement events that have taken place since November 2015 and build on the more recent whole service Talk Back sessions throughout 2017/2018.</p>

The Analysis

**How do you think the Policy/Service meets the needs of different communities and groups?**

The Early Help Service covers a wide range of need and includes working directly with different communities and groups. However, some need is universal and not unique to protected characteristics (e.g. parenting). The proposed service will need to take account of cultural differences and strengths, and the unique circumstances of some young people and families in Rotherham.

In order to achieve this, the service has remodelled the Early Help Assessment (EHA) process to align with the Signs of Safety (SoS) model that all staff within Early Help are being trained in.

To date 96% of staff have been trained and are embedding the approach within their work with families. This is an innovative strengths-based, safety-organised approach to working with children and families. At the heart of the Signs of Safety process is an assessment and case planning format that integrates professional knowledge with local family and cultural knowledge, to identify and implement interventions that will benefit children, young people and families avoiding the need for further costly interventions'. Early indications of its use with Early Help families are positive.

The impact of changes across the protected characteristics groups that Early Help works with is detailed below and is most likely to be initially experienced in the form of less frequent interventions or different models of engagement.

As the service moves towards more evidenced based, outcome focussed, and targeted forms of delivery, those individuals from protected groups are likely to experience a more enhanced service.

It is of particular importance that the service is agile enough and has tools that are flexible to respond to future need and changing demographics such as the population becoming more culturally diverse.

As well as responding to need as illustrated in the snapshot, the service also takes account of the fact that those most likely to require help and support are located in areas of multiple

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deprivation,

31.5% of Rotherham's population live in areas which are amongst the most deprived 20% in England and the most deprived areas in Rotherham are;

Ferham, Eastwood, East Herringthorpe and Canklow where circa 60% of the population are affected by income deprivation. Although there are also high pockets of deprivation in other areas e.g. Maltby. The proposals within the redesign include relocating resources both management and staff to better reflect this need and to revise job descriptions to enable a more flexible workforce that is better able to respond to changes or spikes of need and demand.

**Analysis of the actual or likely effect of the Policy or Service:**

Analyses of the proposals show that there will be an impact for staff in the reduction of posts within the service.

Whilst communities, families and young people are likely to feel some impact in terms different delivery models and different locations, this will be offset in the longer term by an increased skilled workforce, the increased use of evidence based interventions and assessments and Early Help interventions that build on existing strengths within the individual, family and community.

The proposed changes to the Early Help Staffing establishment would deliver a ratio of Management to frontline staff as follows;

- Management: 13%
- Frontline staff: 87%

The analysis of current need within the Early Help population and the desire to continue Rotherham's improvement journey indicates that in order to continue to provide an effective service to the needs (illustrated in the snapshot data), the service needs to upskill the workforce to provide an enhanced level of skills and support to both families and partners.

The proposed redesign of the service will also incorporate the reduction of 12 registered Children's Centres to 9 and 11 Youth Centres to 6. It is proposed that the Children Centres that become deregistered will continue to run from linked sites with schools providing day care.

The proposals for the youth centres in scope is to decant from the current buildings and provide a targeted offer through the use of negotiated space with partners in the community.

A consultation in March 2016 with young people found the majority who responded did not visit council youth centres but felt it was "important they remain open, suggesting that the current youth offer isn't attractive enough for young people, but that it is important services are re-designed in such a way that they are relevant and accessible. Under the redesign targeted outreach/detached workers will still be accessible and some buildings will become Family Hubs. (Early Help Team bases with staff co-located with social care and health partners and delivery points for the 0-19 offer).

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Comparison data for Q1 2016 and Q1 2017 shows:

- Recorded attendances at Youth Centres overall have dropped from 3381 to 1735 (Approximately a 48% reduction).
- **AGE:** In Q1 2016, 16 year olds were the largest group of attendees at 17.5%, whilst in 2017 13 year olds were the largest group at 26.4%.
- **Gender:** Males form the largest group at 59.4% for Q1 in 2016, reducing slightly for Q1 2017 to 54.4%
- **Ethnicity:** 6.5% of all attendees were BME in Q1 2016, rising slightly in Q1 2017 to 10.3%
  
- In Q1 2016; 27.3% of attendances were recorded as detached work (non-building based).
- In Q1 2017; 24.3% of attendances were recorded as detached work.
  
- In Q1 2016; 53.9% of attendances were open access sessions.
- In Q1 2017; 55.9% of attendances were open access sessions.
  
- In Q1 2016; 18.8% of attendances were recorded as targeted sessions.
- In Q1 2017; 19.9% of attendances were recorded as targeted sessions.

**Does your Policy/Service present any problems or barriers to communities or Group?**

Proposed move towards a more targeted service for those in need of early help, it is not envisaged that the service will present any barriers to communities and groups.

Accessibility, physical and geographical will be considered as part of the consultation process. This will continue to be carefully monitored by the service.

**Does the Service/Policy provide any improvements/remove barriers?**

Early Help services are not delivered in isolation and the Early Help Strategy 2016-19 emphasises the importance of developing partnerships with wider services across the Council and key partners and agencies to achieve greater synergy and further efficiencies (e.g. buildings, workforce, information sharing, systems and processes). This process began in Phase One with the co-production of the Early Help Offer, Request for Support and the Early Help Assessment.

**What affect will the Policy/Service have on community relations? Identify by protected characteristics**

**A = Age, C= Carers D= Disability, G = Gender, GI Gender Identity, O= other groups, RE= Race/ Ethnicity, RoB= Religion or Belief, SO= Sexual Orientation, PM= Pregnancy/Maternity, CPM = Civil Partnership or Marriage.**

The Early Help Strategy 2016-19 will ensure that the service continues to work with the specific specified groups identified through the Protected Characteristics. Anticipated Impact will be low.

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**A: Staff**

<b>Early Help Workforce By Age Range: January 2018</b>				
<b>FTE</b>	<b>16 to 24</b>	<b>25 to 39</b>	<b>40 to 49</b>	<b>Over 50</b>
235.10	3.65%	35.56%	29.48%	31.31%

**A: Service Users**

Young people are likely to experience reductions in some service provision as a result of reconfiguration in 18/19 and 19/20. This is most likely to take the form of less universal youth work sessions in each locality and Children's Centres. The Service will maintain a commitment to the Voice and Influence of young people, and this will be a locality responsibility in future. The Service will continue to adhere to the principles of engaging young people and is committed to ensuring young people have a say in the future of the service, as illustrated by the continuation of the young inspectors programme.

The reconfiguration of resources inevitably means an impact will be experienced across a wide range of groups. This is most likely to take the form of reduced accessibility either via limitations in the number of sessions that can be run or reconfiguration of thresholds/waiting period for preventative services.

Services will still be maintained and accessible in all the locality areas of Rotherham, with the potential to increase provision by working with partners/local communities. In addition services will be local and therefore more accessible to the different community groups within Rotherham.

Reconfiguration may lead to some reduction in the frequency of delivery of some services. The service retains a statutory commitment for learning difficulties and disability up to the age of 25. Provision for this group will be more localised and targeted which may offset any reductions in frequency. The service will continue to maintain positive experiences and opportunities for those with disability.

**D:**

8.01% of the Early Help workforce has identified themselves as having a disability.

**R/E:**

The total BME of the early Help workforce for January 2018 is 4.82%.

The service is committed to working with equality and diversity and the snapshot evidences this. The Service will continue to place a high priority on community cohesion and community relations. And in particular is looking to improve hate crime reporting. The service will continue to work in partnership with agencies and groups at a locality level to deliver interventions tailored to different ethnic groups, including new arrivals and refugees.

**RoB:**

The Service has a strong commitment to respecting religion or belief, where these do not advocate harm to others, and a proven track record, (e.g. Children's centres, youth services). In celebrating with young people and others those beliefs that are relevant to communities in Rotherham. This will continue to be the case and will not change as a result of the proposals.

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**PM:**

Sexual Health services and clinics for young people will continue. Young people for whom there are associated risks either to themselves or their babies, (e.g. CSE, potential neglect, drug use), will continue to receive a service either directly from Early Help or jointly with Social Care. Where there is little or no associated risk and young people have other support in the community then services will reduce.

**CPM:**

Analysis suggests that there will be a low impact from Early Help services with this group.

**G:**

It is likely that some universal group work delivered to groups of young men and women will no longer be available. However, assessments of service users will define interventions and this will involve specific delivery (group work or individual) for identified gender needs. Project work such as sexual health clinics will continue.

**GI/SO:**

Young people who identify as LGBT are likely to have specific needs and to therefore fall within the remit of targeted early help provision. A service will therefore continue to be offered to this group but models of delivery may change. This group is one of those that are most likely to experience prejudice, discrimination and hate crime. Targeted provision will assist in promoting community relations.

**O:**

In respect of other groups and specifically the older generation the Service does not specifically engage or target them unless it is part of an intervention (whole Family Working) within the scope of the service. Young people can often be perceived by older generations to be disrespectful and at worst engaging in antisocial behaviour Work has been done to present young people in a more positive light to older people and this will continue. The current relationships with local for and will continue to be maintained, and the service will seek to promote positive community relations between generations.



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**Equality Analysis Action Plan**

**Time Period April 2018 – Feb 2019**

**Manager** D McWilliams, Asst. Director RMBC **Service Area:** Early Help & Family Engagement

**Title of Equality Analysis: Early Help Strategy: Phase Two and Phase Three Implementation**

If the analysis is done at the right time, i.e. early before decisions are made, changes should be built in before the policy or change is signed off. This will remove the need for remedial actions. Where this is achieved, the only action required will be to monitor the impact of the policy/service/change on communities or groups according to their protected characteristic.

List all the Actions and Equality Targets identified

<b>Action/Target</b>	<b>State Protected Characteristics (A,D,RE,RoB,G,GI O, SO, PM,CPM, C or All)*</b>	<b>Target date (MM/YY)</b>
<b>ACTION: Consultation with Children, Young People and Families.</b>  <b>TARGET: Presentation and meetings will take place from April 2018.</b>	All	July 2018
<b>ACTION: Ensure services remain accessible to those most in need.</b>  <b>TARGET: Continue to report on performance data via early help dashboard</b>  <b>TARGET: Development of evidence based interventions and impact measurement</b>	All	Monthly

**APPENDIX B: RMBC - Equality Analysis Form for Commissioning, Decommissioning, Decision making, Projects, Policies, Services, Strategies or Functions (CDDPPSSF)**

<b>ACTION: Response to tensions within communities</b>		<b>All</b>	<b>March 2019</b>
<b>TARGET: To ensure all agencies are proactive in supporting the work of the Early Help Service</b>			
<b>TARGET: Attendance at CIMs – proactive response to community issues. (e.g. operations KeepSafe and Scorpio)</b>			
<b>ACTION: Mitigate reductions in youth service provision / Children Centres</b>		<b>All</b>	<b>March 2019</b>
<b>TARGET: Early Help locality Managers to develop and explore partnership alternatives for open access provision.</b>			
<b>ACTION: Maintain the annual programme of events that raise awareness, and educate and bring people from different groups together.</b>		<b>All</b>	<b>March 2019</b>
<b>Promote community cohesion and One Town, One Community</b>			
<b>TARGET: Locality teams to promote specific themes</b>			
<b>Name Of Director who approved Plan</b>	<b>David McWilliams</b>	<b>Date 22/02/2018</b>	

\*A = Age, C= Carers D= Disability, G = Gender, GI Gender Identity, O= other groups, RE= Race/ Ethnicity, RoB= Religion or Belief, SO= Sexual Orientation, PM= Pregnancy/Maternity, CPM = Civil Partnership or Marriage.

**Website Summary – Please complete for publishing on our website and append to any reports to Elected Members, SLT or Directorate Management Teams**

**APPENDIX B: RMBC - Equality Analysis Form for Commissioning, Decommissioning, Decision making, Projects, Policies, Services, Strategies or Functions (CDDPPSSF)**

<b>Completed equality analysis</b>	<b>Key findings</b>	<b>Future actions</b>
<p>Directorate: CYPS</p> <p>Function, policy or proposal name: Early Help Strategy</p> <p>Function or policy status: New</p> <p>Name of lead officer completing the assessment: David McWilliams</p> <p>Date of assessment: January 2018</p>	<p>Additional information that might be added could include:</p> <ul style="list-style-type: none"> <li>• Information on investment and resources Clarification of how Children’s Centres fit into the Early Help offer</li> <li>• How does this link to voluntary sector? Time frames for interventions to start</li> <li>• How does health fit in? In particular, are there clear links to CAMHS and End of Life Services?</li> <li>• How will early help support transition from children’s to adult services?</li> </ul> <p>Early Help services in Rotherham requires a shift in emphasis from open access, universal provision to targeted interventions.</p>	<p>To ensure the Early Help offer is outcome focused and developed in partnership with partners, service users and wider services across the Council to achieve synergy and further efficiencies (e.g. buildings, workforce, partnerships, shared systems and processes).</p>

## Appendix C: Building Proposals Early Help Phase Two, Phase Three

### 1. North:

#### 1.1 Wath Victoria Children's Centre – Proposal: De Register.

Children aged 0-4	Living in 30% most deprived areas	Living in 10% most deprived areas	% Registered end of Q3
1,375	364 (26.4%)	132 (13%)	88%

1.1.1 **Wards affected:** Hooper Ward, Swinton Ward and Wath Ward.

1.1.2 **Reach Area:** Wath Central & Newhill, West Melton West, Brampton North, Wath North East, Wath South West, Wath North, West Melton East, Wath South East, Wath South, Brampton South, West Melton South, Wentworth & Harley

1.1.3 **Rationale:** Deprivation levels overall are average for the borough, with pockets of higher deprivation scattered across the 'Reach' area. Wath Victoria serves 364 children from the 30% most deprived areas and is accessible from Brampton and West Melton (to the West).

The Centre comprises of two small community rooms and a small office space attached to the school. The current number of families accessing the offer at the building is 23% with 72% of families accessing services from other venues and 26% of families also accessing other centres.

1.1.4 Wath Victoria was proposed to close in 2015 due to its low number of families living in deprived areas.

1.1.5 It is proposed that the youth building remains in Wath in order to develop a 0-19 'Family Hub' and a Service Level Agreement (SLA) will be implemented for 10 hours Children's Centre use as a 'linked site.'

#### 1.2 Thrybergh Rainbow and Dalton Willow Tree Centre's – Proposal: Retain (with decommission of Thrybergh and the relocation of Dalton).

Children aged 0-4	Living in 30% most deprived areas	Living in 10% most deprived areas	% Registered end of Q3
783	575 (73%)	514 (66%)	90%

1.2.1 **Wards affected:** Rotherham East Ward, Silverwood Ward, Valley Ward and Wickersley Ward.

1.2.2 **Reach Area:** East Herringthorpe North, Dalton, Thrybergh South, East Herringthorpe East, Thrybergh East, Thrybergh North & Hooton Roberts, Brecks East, Ravenfield, Ravenfield Common.

- 1.2.3 **Rationale:** Thrybergh & Dalton already serves one of the most deprived reach areas with 73% of children in the most deprived 30%. It is also accessible to the less deprived Ravenfield area, currently served by Stepping Stones, and is more accessible than Maltby. It is important that a Children's Centre remains in this area, however the current buildings are not ideal and both currently provide Day Care on site. The two local school Academy Trusts have indicated an interest in the running of the Day Care and discussions have commenced regarding this.
- 1.2.4 Dalton Children's Centre comprises of one small community room within the Day Care. It is proposed to relocate the staff from here to the much larger and more accessible Youth Centre (approx. 200 yards down the road). A 10 hour SLA will remain at Dalton and at Thrybergh.
- 1.2.5 Thrybergh Rainbow is located at the bottom of a very steep hill which can be dangerous to access for families; currently only 23% of families are seen at the centre with 72% accessing services in the community and 26% accessing a different centre. Through consultation families have requested that more services should be delivered in the community rather than from this Centre.

**1.3 Swinton Youth Centre – Proposal: Decant as a staff base and retain youth offer.**

Young People Registered	Young People Attendances	% Universal	% Targeted
355	1294	23%	77% (of which 42% is street based)

- 1.3.1 There are two buildings within close proximity in the North of the borough.
- 1.3.2 Whilst high, the majority of youth contact associated with Swinton Centre is street based and not centre based.
- 1.3.3 The proposal is designed to ensure minimum disruption to the youth offer in the area because, although the intention is to cease using Swinton Youth Centre (which is located on the school site) as a work base for staff, the proposal will include the negotiation of a Service Level Agreement with the school to ensure that we still provide youth provision within the centre to accommodate the current and future demand for sessions.
- 1.3.4 The street based detached youth work will continue to be targeted and remain unaffected by these proposals.

## 2. Central:

### 2.1 Broom Valley Childrens Centre – Proposal: De-register.

Children aged 0-4	Living in 30% most deprived areas	Living in 10% most deprived areas	% Registered end of Q3
1,527	879 (57%)	301 (20%)	75%

- 2.1.1 **Wards affected:** Boston Castle Ward, Brinsworth and Catcliffe Ward, Rotherham East Ward, Rotherham West Ward, Sitwell Ward and Valley Ward.
- 2.1.2 **Wards affected:** Rotherham East Ward, Silverwood Ward, Valley Ward, and Wickersley Ward.
- 2.1.3 **Reach Area:** Canklow North, Town Centre, Clifton West, South Central and Boston Castle, Whiston East, Broom East, Canklow South, Broom Valley, Whiston West, Whiston South and Morthen, Moorgate West, Whiston North, Broom South, Moorgate East and Brecks South West.
- 2.1.4 **Rationale:** Valley Children’s Centre, at Broom Valley, serves Central Rotherham and areas to the South. This is a diverse area with a large number of children and significant areas of deprivation.
- 2.1.5 Valley Centre is located in a difficult to find location on a steep hill, on a private road. The Centre has been running limited activities from the building since April 2017 due to interim management arrangements with the reach area split between Park View and Coleridge. Throughout this period, no concerns have been raised about the delivery of the offer by parents, Advisory Board members or partners.
- 2.1.6 Currently 40% of families access services at the centre. These are mainly health services, which could be re located to the busier Coleridge area. 62% of families currently access services within the community and a further 12% access services elsewhere. The deprivation level is also lower here, when compared to other Central Children’s Centres (at 80% or higher alongside Park View).

### 2.2 Park View Childrens Centre – Proposal: De-register.

Children aged 0-4	Living in 30% most deprived areas	Living in 10% most deprived areas	% Registered end of Q3
1,231	677 (54%)	204 (37%)	92%

- 2.2.1 **Wards affected:** Hooper Ward, Keppel Ward, Rotherham West Ward, and Wingfield Ward.
- 2.2.2 **Reach Area:** Wingfield, Greasbrough South, Rockingham West, Kimberworth Park East, Kimberworth Park Roughwood, Kimberworth Park West, Kimberworth Park Central, Rockingham East, Kimberworth

Park South, Kimberworth North West, Greasbrough North, Greasbrough East, Thorpe Hesley West, Kimberworth North East, Dropping Well, Thorpe Common & Scholes, Thorpe Hesley Central and Thorpe Hesley East.

- 2.2.3 **Rationale:** The existing Children’s Centre at Park View serves 677 children from the 30% most deprived areas. Although there are no specific areas with very high deprivation, North West Rotherham does have pockets of moderately high deprivation spread over a wide geographical area.
- 2.2.4 Park View was previously considered for de-registration under the last restructure. The current manager and staff are predominately based at the Central Children’s Centre. Park View consists of a small community room and office space in the school site.
- 2.2.5 A total of 36% of families access services at the building and 77% access services in the community with a further 22% using other Centres. This community can be served without a physical building, and the deprivation is lower here compared to other Central Children’s Centres at 80% or higher (alongside Broom Valley).

**2.3 Coleridge Children’s Centre – Proposal: Retain and relocate to The Place.**

Children aged 0-4	Living in 30% most deprived areas	Living in 10% most deprived areas	% Registered end of Q3
1070	959 (89%)	814 (76%)	92%

- 2.3.1 **Wards affected:** Boston Castle Ward, Rotherham East Ward and Valley Ward.
- 2.3.2 **Reach Area:** Eastwood Village, Eastwood East, Eastwood Central, East Dene North East, East Dene North West and Clifton East.
- 2.3.3 **Rationale:** Coleridge serves a small, but densely populated reach area, which is the most deprived in Rotherham. 89% of children are from areas amongst the most deprived 30%. The local population is very diverse with a high proportion from BME communities, many large families and experiences a high population turnover.
- 2.3.4 The population has grown over the last 10 years as a result of inward migration. Child poverty and children in families with no car are almost double the Borough average and the highest of any Reach Area in Rotherham. All of these factors support the retention of Coleridge.
- 2.3.5 The proposal is to relocate the Children’s Centre offer to the Place as the current centre comprises of just one small community room in the middle of the school, alongside the Day Care offer. This is the current arrangement due to the development of The Place. The staff in this area

currently works from The Place as there is no office space in the Children's Centre.

- 2.3.6 The Place is a multiagency hub next door to the school, with staff and managers from; Housing, Health, Social Care and Early Help all co-located.

**2.4 Herringthorpe Youth Centre – Proposal: Decant and provide the youth offer through different venues and provide better accommodation for staff.**

Young People Registered	Young People Attendances 17/16	% Universal	% Targeted
47	410		100%

- 2.4.1 Herringthorpe has the lowest engagement with young people when compared with the other youth centres in the central patch.
- 2.4.2 Use of Herringthorpe diverts young people away from the multi-agency centre (The Place) where Health, Early Help and Children's Social Care are co-located and where wider needs can be met in one place.
- 2.4.3 Herringthorpe is the only building where staff cannot base themselves to work due to the poor facilities. All other central sites have staff dedicated workstations and are therefore more practical to use.
- 2.4.4 Young people using Herringthorpe can easily make the transition to other sites without disruption as many already use alternative or multiple centres in addition to Herringthorpe.
- 2.4.5 Herringthorpe does not operate as a traditional 'open access' Youth Club. Use is exclusively by invitation only (targeted) and so transition to another site is more straightforward as staff can plan sessions at our alternative venues and collect young people if needed, to facilitate attendance.

**3 South:**

**3.1 Treeton Youth Centre – Proposals: Decant and provide the youth offer through different venues and offer better accommodation for staff.**

Young People Registered	Young People Attendances	% Universal	% Targeted
69	358	89%	11%

- 3.1.1 The majority of youth work undertaken in Treeton is 'open access' or street based and this is not proposed to change and will continue in the future.



3.1.2 The building is currently in a poor state of disrepair and requires significant investment to make it fully fit for purpose. The site includes the old school house (used by staff as office space). The youth centre also has a MUGA (Multi Use Games Area) on site.

3.1.3 Staff have already been allocated an alternative base at Catcliffe school and are in the process of moving into this space, which will also offer shared delivery with the Children’s Centre Linked Site. Staff also ‘hot desk’ from Aston Service Centre and benefit from the co-location with social care and health colleagues at Aston.

3.1.4 Discussions are currently underway around future developments and space in Brinsworth.

**3.2 Kiveton Youth Centre – Proposal: Decant and provide the youth offer through different venues and offer better accommodation for staff.**

Young People Registered	Young People Attendances	% Universal	% Targeted
176	995	100% of which 60% is street based	0%

3.2.1 Kiveton Youth Centre is in a very poor condition. The roof leaks constantly, it is damp and there are structural cracks. The roof requires partial replacement in the short term costing tens of thousands of pounds. There is currently insufficient capital in the CYPS capital programme to refurbish / remodel this building. Actual costs will be known following the completion of a condition survey of the operational estate.

3.2.2 The majority of youth work undertaken in Kiveton is open access or street based. The building is not fit for purpose and inadequate for the delivery of a high quality youth offer and is not an appropriate staff base.

3.2.3 The building is also used for the delivery of adult services and a community radio station. Consideration will need to be given to an exit strategy for all services using this building.

**3.3 Maltby Linx Youth Centre proposal: Decant as a staff base and negotiate retention of youth offer.**

Young People Registered	Young People Attendances	% Universal	% Targeted
221	827	100% of which 74% is street based	0%

- 3.3.1 The majority of youth work undertaken in Maltby is open access or street based and this focus will continue in the future.
- 3.3.2 The Centre is located within the school grounds and discussions have taken place with Maltby Academy to negotiate continued use of the building in the evenings and daytime for targeted work.
- 3.3.3 The school already use the centre during lunchtimes to 'manage' their dinner rota and this has an impact on the suitability of the site as a staff base.
- 3.3.4 There will be minimum disruption to provision as the primary focus of the proposal will be associated with staff bases and better, more joined up use of the children's centre which is proposed to become a 0-19 family hub.
- 3.3.5 Delivery of some youth sessions and targeted work will move to the family hub within the children's centre and it is anticipated that school will continue to agreed use of the building due to the good working partnerships already developed and it is anticipated that this would create minimum disruption to young people and improve working conditions for staff.

#### **Definitions:**

**Designated Children's Centres** are expected to provide the 'core offer' and are therefore subject to inspections under the current OFSTED Framework for Children's Centres.

#### **De-registration**

By de registering a centre the Local Authority is effectively acknowledging that due to reduced opening hours and a reduced offer the Centre no longer meets the statutory definition of a fully designated Childrens Centre.

The de register process changes the building from a designated Children's Centre to a building asset which will continue to provide early years and children's centre services within a children's centre reach area and work in partnership with the specified children's centre for that reach area.

The building/room will no longer be funded by the Local Authority. It will be 'leased' to the school (or private provider through a tender process) on which it is sited to be used for the delivery of early years and children centre services. This continued delivery of early years and children centre services precludes any Department for Education (DfE) capital funding clawback.

## Summary Sheet

### **Name of Committee and Date of Committee Meeting**

Cabinet and Commissioners' Decision Making Meeting – 12 March 2018

### **Report Title**

Fees and Charges 2018-19

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

Yes

### **Strategic Director Approving Submission of the Report**

Judith Badger – Strategic Director, Finance and Customer Services

### **Report Author(s)**

Graham Saxton – Assistant Director, Financial Services  
01709 822034 or [graham.saxton@rotherham.gov.uk](mailto:graham.saxton@rotherham.gov.uk)

### **Ward(s) Affected**

All

## Summary

To consider proposed fees and charges for 2018-19.

## Recommendations

That the Council's fees and charges for 2018/19 be approved.

## List of Appendices Included

- Appendix A – Fees and Charges Schedule 2018-19
- Appendix B – Libraries Fees and Charges
- Appendix C – Borough Fairground Fees
- Appendix D – Building Regulation Fees
- Appendix E – Clifton Park Weddings Fees
- Appendix F – Charitable Collection Fees
- Appendix G – External Premises Fees
- Appendix H – Equipment Hire, Staffing Costs and Conditions
- Appendix I – Registration Fees
- Appendix J – Regulation and Enforcement Fees
- Appendix K – Highways Fees
- Appendix L – Leisure, Tourism and Green Spaces Fees and Charges
- Appendix M – Markets Fees and Charges
- Appendix N – Parking Charges

Appendix O – Pest Control Fees and Charges  
Appendix P – Pre-application charging proposals  
Appendix Q – Rotherham Heritage Services Fees and Charges  
Appendix R – Property Addressing Charges  
Appendix S – Theatre Hire Charges

**Background Papers**

Budget and Council Tax 2018/19 – Council – 28 February 2018  
Allotment Rents 2019/20 – Cabinet – 19 February 2018  
Housing Revenue Account Rents and Service Charges 2018/19 – Cabinet – 15  
January 2018

**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

## **Fees and Charges 2018/19**

### **1. Recommendations**

1.1 That the Council's fees and charges for 2018/19 be approved.

### **2. Background**

2.1 The Budget and Council Tax 2018/19 report approved by Council on 28<sup>th</sup> February included a recommendation that all Council Fees and Charges are increased for 2018/19 by the September 2017 CPI increase of 3%, other than Fees and Charges which are determined by national statute and that lists of all Fees and Charges proposed for 2018/19 are submitted to Cabinet in March for approval.

2.2 Cabinet have already agreed Housing Revenue Account Rents and Service Charges for 2018/19 at the meeting on 15<sup>th</sup> January and agreed Allotment Rents for 2019/20 at the meeting on 19<sup>th</sup> February. There is a statutory requirement for the Council to notify allotment tenants of fees and charges increases a year in advance.

2.3 Some specific increases to fees and charges were consulted on as part of the 2018/19 budget consultation and are included within the 2018/19 budget as specific budget savings :

- Planning Fees
- Riverside House Café
- Civic Theatre
- Parks & Country Parks

2.4 This report details fees and charges for 2018/19 for the rest of the Council's services.

### **3. Key Issues**

3.1 The Council approval to increase fees and charges by 3% for 2018/19 will generate around £1m additional income for the Council which has been included within the Council's budget for 2018/19.

3.2 Detailed fees and charges proposals for 2018/19, other than those already agreed by Cabinet, are now appended to this report for Cabinet approval.

3.3 In proposing fees and charges for 2018/19, the following considerations have been made by some services which are different to a simple uplift of the 2017/18 rate of fees and charges by 3%.

### Children's Services Traded Services

- 3.4 A 3% increase is not proposed for the school music service as it is considered that this would have an adverse impact on income levels for the service. The service is looking at different delivery models to engage more children and build participation in the service. Also the charges for a number of other traded services with schools are still under review to assess the relative market position of those services. A further update detailing fees and charges for these services will be brought back to Cabinet in May.

### Regeneration and Environment

#### Markets

- 3.5 A 3% across the board increase is not proposed for the markets complex but a more targeted suite of measures which will meet the additional income requirement. This approach is to address falling footfall in the markets, an increase in voids and joint work between the Council and businesses to improve footfall, spend and overall trading conditions.

#### Car Parking

- 3.6 In respect of car parking charges, it is not proposed to increase charges in 2018/19. The Council is mindful in particular of the reducing footfall in the town centre and the need to encourage visitors to support town centre businesses. The Directorate will review a suite of measures which will support town centres whilst at the same time delivering the required income overall.

## **4. Options considered and recommended proposal**

- 4.1 These are set out in Section 3 above

## **5. Consultation**

- 5.1 The proposed fees and charges have been developed as part of the 2018/19 budget proposals. Responses to the Council's consultation on the 2018/19 budget were included within the Budget and Council Tax 2018/19 report to Council on 28<sup>th</sup> February 2018.

## **6. Timetable and Accountability for Implementing this Decision**

- 6.1 Managers of the relevant services are responsible for the implementation of the recommended fees and charges. These will take effect on 1<sup>st</sup> April 2018 unless there are formal fees and charges agreements already in place beyond that timescale.

## **7. Financial and Procurement Implications**

- 7.1 The Council's budget for 2018/19 includes £1m from increases to fees and charges in 2018/19 based on the year on year CPI inflation rate as at September 2017 (3%).

7.2 The estimate of £1m additional income was made taking into account that there would be a number of practical considerations around the exact increases to apply to individual services which might lead to variations from a simple 3% uplift to all fees and charges.

7.3 Overall, the proposed increases to fees and charges as set out in this report are in line with those budget assumptions.

## 8. Legal Implications

8.1 The Council's ability to levy or increase fees and charges will depend in each service area upon the applicable statute under which the power to levy the fee or charge is set out and upon relevant caselaw relating to fees and charges in that service area. Relevant restrictions upon the level of fees and charges for each service area are set out in the Appendices to this report.

## 9. Human Resources Implications

9.1 None

## 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 None

## 12. Implications for Partners and Other Directorates

12.1 Where appropriate any implications have been discussed with partners

## 13. Risks and Mitigation

13.1 Risks of the impact of increasing rates of fees and charges have been considered as part of developing the proposed rates for 2018/19. The general 3% increase is the prevailing rate of inflation.

## 14. Accountable Officer(s)

	<b>Named Officer</b>	<b>Date</b>
Strategic Director of Finance & Customer Services	Judith Badger	23.02.2018
Assistant Director of Legal Services	Dermot Pearson	23.02.2018
Head of Procurement (if appropriate)		
Head of Human Resources (if appropriate)		

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



## **Fees & Charges to the Public and External Organisations – 2018/19**

### **Includes:**

- 1. Adult Care**
- 2. Housing – HRA**
- 3. Children & Young People's Services**
- 4. Finance & Customer Services**
- 5. Assistant Chief Executive**

### **Note:**

Fees & charges to the public and external organisations levied by the Regeneration & Environment Directorate are included as separate individual appendices

**Directorate: Adult Care and Housing**

Service Area	Charged for Service	Charge 2017/18	Charge 2018/19	Change in Charge 2017/18 to 2018/19	Charge Unit (E.g. Day, Hour, Session, visit, etc)	References (E.g. Cabinet Report/date, Budget Proposal Ref, etc)	Additional Information (E.g. Annual inflation increase, revised charge based on demand, legislation change, etc)
		£	£	£			
Adult Care	Domiciliary Care	15.43	15.89	+0.46	Hour		In line with CPI (Sept 2017) +3%
Adult Care	Day Care	15.00	30.00	+15.00	Session	Cabinet Report – November 2016 (Minute No. 113)	Increase implemented from 01/01/17 after review of charges including benchmarking and consultation with service users. Further increase was agreed from 1 October 2017 to £30 per session delayed until April 2018.
Adult Care	Day Care Meal	4.70	4.84	+0.14	Meal		In line with CPI (Sept 2017) +3%. Only affects a small number of service users.
Adult Care	Transport	5.00	5.15	+0.15	Return Journey		In line with CPI (Sept 2017) +3%.
Adult Care	Community Alarms (Rothercare)	2.77	2.85	+0.08	Week		In line with CPI (Sept 2017) +3%.
Adult Care	Residential Care – Older People	564	580	+16.00	Week		Increase in line with annual increase in pensions (3%)
Adult Care	Residential Care – Learning Disabilities (Parkhill Lodge)	620	656	+36.00	Week		Revised actual cost of service – limited impact as no service users currently pay the maximum charge.
Adult Care	Learning Disabilities – Respite Care	1307	1368	+61.00	Week		Revised actual cost of service – limited impact as no service users currently pay the maximum charge.
Adult Care	Extra Care Housing Support	28.06	28.90	+0.84	Week		In line with CPI (Sept 2017) +3%.

**Directorate: Adult Care and Housing – HRA charges**

Service Area	Charged for Service	Charge 2017/18	Charge 2018/19	Change in Charge 2017/18 to 2018/19	Charge Unit (E.g. Day, Hour, Session, visit, etc)	References (E.g. Cabinet Report/date, Budget Proposal Ref, etc)	Additional Information (E.g. Annual inflation increase, revised charge based on demand, legislation change, etc)
		£	£	£			
Housing	HRA Standard Rent (average)	73.60	72.87	-0.73	Weekly	Cabinet Report 15/Jan/18	Legislation requiring rent reduction of 1%
Housing	Garage Rent	4.75	4.89	+0.14	Weekly	Cabinet Report 15/Jan/18	Increase CPI Sept 2017 +3%
Housing	Garage Rent – non council tenant	5.70	5.87	+0.17	Weekly		Increase CPI Sept 2017 +3%
Housing	Surfaced Garage Plot	57.14	58.85	+1.71	Annual Fee	Cabinet Report 15/Jan/18	Increase CPI Sept 2017 +3%
Housing	Non –Surfaced Garage Plot	51.43	52.97	+1.54	Annual Fee	Cabinet Report 15/Jan/18	Increase CPI Sept 2017 +3%
Housing	Cooking Gas	0.81	0.83	+0.02	Weekly	Cabinet Report 15/Jan/18	Increase CPI Sept 2017 +3%
Housing	Communal Facility	4.50	4.64	+0.14	Weekly	Cabinet Report 15/Jan/18	Increase CPI Sept 2017 +3%
Housing	Laundry Facility	1.50	1.55	+0.05	Weekly	Cabinet Report 15/Jan/18	Increase CPI Sept 2017 +3%
Housing	District Heating Unit Charge	6.28	6.28	0	Unit of heat used	Cabinet Report 15/Jan/18	Charges for 2017/18 were reviewed in November 2017 and reduced, backdated to April 2017 (Cabinet Report November 2017), therefore no further change for 2018/19.
Housing	District Heating : Bedsit	9.66	9.66	0	Weekly	Cabinet Report 15/Jan/18	
Housing	District Heating : 1 Bed	11.25	11.25	0	Weekly	Cabinet Report 15/Jan/18	
Housing	District Heating : 2 Bed	12.90	12.90	0	Weekly	Cabinet Report 15/Jan/18	
Housing	District Heating : 3-4 Bed	14.93	14.93	0	Weekly	Cabinet Report 15/Jan/18	

**Directorate: Children & Young People Services**

Service Area	Charged for Service	Charge 2016/17	Charge 2017/18	Charge 2018/19	Change in Charge 2017/18 to 2018/19	Charge Unit (e.g. Day, Hour, Session, visit, etc.)	References (e.g. Cabinet Report/date, Budget Proposal Ref, etc.)	Additional Information (e.g. Annual inflation increase, revised charge based on demand, legislation change, etc.)
		£	£	£	£			
Schools Traded	Admissions Service	28.38	28.38	28.38	0	Per Admission number	Brochure of Traded Service	Annual agreement – academic year
Schools Traded	Appeals Service	128.00	128.00	128.00	0	Per Appeal	Brochure of Traded Service	Annual agreement – academic year
Schools Traded	Building Design and Construction						Brochure of Traded Service	Variable dependent upon service provided.
Schools Traded	Education Catering Services						Brochure of Traded Service	Variable dependent upon option provided. Option 1 – full catered service. Option 2 – managed service. Option 3 – monitoring service.
Schools Traded	CLEAPSS membership (Consortium of Local Education Authorities for the Provision of Science Services)	275.00	275.00	Under review		Per school	Brochure of Traded Service	2017/18 rate dependent upon subscription charge set by CLEAPSS
Schools Traded	Corporate Print Services						Brochure of Traded Service	Variable dependent upon requirement. Pay as used.
Schools Traded	Drainage Service						Brochure of Traded Service	Variable dependent upon requirement. Pay as used.
Schools	Educational	360.00	360.00	360.00	0	Per session	Brochure of Traded	Variable dependent upon

Traded	Psychology						Service	option chosen. Sessional charge reduced to £355 (if use over 40 sessions (based on 2 sessions per day)), £350 (80 sessions). If request received after 31 <sup>st</sup> March, sessional charge increased to £440. No changes between years.
Schools Traded	Facilities Services						Brochure of Traded Service	Variable dependent upon requirement
Schools Traded	Facilities Services - Advice and guidance package, Primary schools	250.00	350.00	360.50	10.50	Per school	Brochure of Traded Service	+3%
Schools Traded	Facilities Services - Advice and guidance package, Secondary schools	350.00	450.00	463.50	13.50	Per school	Brochure of Traded Service	+3%
Schools Traded	Facilities Services - Hourly rate	40.00	50.00	50.00	51.50	Per hour	Brochure of Traded Service	+3%
Schools Traded	Finance support for maintained schools						Brochure of Traded Service	Variable dependent upon requirement (but +3% for new financial year)
Schools Traded	Free school meals eligibility assessment service	5.12	5.12	Under review	0	Per eligible school meal pupil	Brochure of Traded Service	
Schools Traded	Genuine Partnerships and Rotherham						Brochure of Traded Service	Variable dependent upon requirement

	Charter Services							
Schools Traded	Grounds Maintenance Service						Brochure of Traded Service	Variable dependent upon range and scale of work
Schools Traded	Heritage Services – full day session	7.50	6.50	Under review	0	Per child	Brochure of Traded Service	
Schools Traded	Heritage Services – full day session (minimum charge)	150.00	175.00	Under review	0	Per class (16/17, 25 pupils or less; 17/18, 27 pupils or less)	Brochure of Traded Service	
Schools Traded	Heritage Services – half day session	4.00	4.00	Under review	0	Per child	Brochure of Traded Service	
Schools Traded	Heritage Services – half day session (minimum charge)	100.00	108.00	Under review	0	Per class (16/17, 25 pupils or less; 17/18, 27 pupils or less)	Brochure of Traded Service	
Schools Traded	Heritage Services – cooking session (new for 17/18)	n/a	4.50	Under review	0	Per child	Brochure of Traded Service	
Schools Traded	Heritage Services – cooking session (minimum charge) (new for 17/18)	n/a	122.00	Under review	0	Per class (16/17, 25 pupils or less; 17/18, 27 pupils or less)	Brochure of Traded Service	
Schools Traded	HR Consultancy Service – training on HR issues	75.00	75.00	77.25	2.25	Per delegate per 2 hour session	Brochure of Traded Service	+3%
Schools Traded	HR Consultancy Service –	400.00 (per day) or £50	400.00 (per day) or £50	412.00 (per day) or	12.00	Per day (or hour)	Brochure of Traded Service	+3%

	intensive support by HR professional	(per hour)	(per hour)	£51.50 (per hour)				
Schools Traded	HR Transactional Services – Maintained School, DBS checks	National rate + £12 (admin)	National rate + £12 (admin)	National rate + £12 (admin)	0	Per check	Brochure of Traded Service	National rates for DBS fees are: £26 for a standard check £44 for an enhanced check £44 for an enhanced with barred list check
Schools Traded	HR Transactional Services – Maintained School, Conversion	750.00	750.00	777.50 - 787.50	27.50 – 37.50	Per conversion	Brochure of Traded Service	+3%
Schools Traded	Identity Badge Service						Brochure of Traded Service	Pay as used
Schools Traded	Insurance Service						Brochure of Traded Service	Variable dependent upon requirement / nature of policy
Schools Traded	Learning Support Service	55.00	55.00	55.00	0	Per hour	Brochure of Traded Service	Variable dependent upon requirement
Schools Traded	Legal Services	200.00 (Primary) 350.00 (Secondary)	200.00 (Primary) 350.00 (Secondary)	209.00 (Primary) 365.75 (Secondary)	0	Annual subscription	Brochure of Traded Service	Pay as used rates £38 – £62 dependent upon officer providing information Average of 4.5% across the board. No change to ‘pay as you go’ hourly rates
Schools Traded	Leisure and Community Services – Adventure Valley Play Area	2.00	2.00	Under review	0	Per child	Brochure of Traded Service	
Schools Traded	Leisure and Community	110.00	110.00	Under review	0	Per 10 children per	Brochure of Traded Service	

	Services – Activity Centre and Water sports					90 minutes		
Schools Traded	Rotherham Music Service – First access	tbc	440.00	440.00	0	Per term	Brochure of Traded Service	No increase
Schools Traded	Rotherham Music Service – Instrumental lessons	tbc	92.00	92.00	0	Per term	Brochure of Traded Service	No increase
Schools Traded	Rotherham Music Service – Small group tuition	tbc	40.00	40.00	0	Per hour	Brochure of Traded Service	No increase
Schools Traded	Outdoor Learning and Educational Visits Service	1.46	1.50	Under review	0	Per pupil	Brochure of Traded Service (subject to review)	Different options. Option 2 includes Duke of Edinburgh Award flat fee £350 (secondary/college), £50 (special school).
Schools Traded	Outdoor Learning Facilities (Crowden Outdoor Educational Centre)						Brochure of Traded Service (subject to review)	Variable
Schools Traded	Pest Control Services	64.00	64.00	Under review	0	Per hour	Brochure of Traded Service	Annual contract starts at £150
Schools Traded	Plan Printing Service						Brochure of Traded Service	Variable dependent upon requirement
Schools Traded	Risk Management Service – requested site visit	56.00	56.00	Under review	0	Per hour	Brochure of Traded Service	Academies are charged annually according to school numbers
Schools Traded	Rockingham PDC						Brochure of Traded Service	Variable dependent upon requirement



Schools Traded	Rotherham School Improvement Service						Brochure of Traded Service	Variable dependent upon requirement
Schools Traded	Schools Loan Service – Gold Service (Library plus museum)	790.00 (plus £6.95 per pupil)	790.00 (plus £6.95 per pupil)	797.90 – 813.70	£7.90 - £23.70	Base allocation	Brochure of Traded Service	Increase between 1 and 3%
Schools Traded	Schools Loan Service – Library service	650.00 (plus £6.95 per pupil)	650.00 (plus £6.95 per pupil)	656.50 – 669.50	£6.50 - £19.50	Base allocation	Brochure of Traded Service	Increase between 1 and 3%
Schools Traded	Schools Loan Service – Museum Loans service	650.00	650.00	656.50 – 669.50	£6.50 - £19.50	Base allocation	Brochure of Traded Service	Increase between 1 and 3%
Schools Traded	Schools Connected IT Services and consultancy						Brochure of Traded Service	Variable dependent upon requirement
Schools Traded	Social, Mental and Mental Health Team (Behaviour Support Team)	55.00	55.00	55.00	0	Per hour	Brochure of Traded Service	Variable dependent upon requirement No increase
Schools Traded	Speech and Language Therapy Services (new in 17/18)	n/a	60.00 (120.00 bespoke school modules)	60.00 (120.00 bespoke school modules)	0	Per person	Brochure of Traded Service	Different modules No increase
Early Help Services	Children Missing from Education	60.00	60.00	60.00	0	Per FPN		Fixed penalty notices. Non-discretionary
Early Help Services	Adult Learning	11.50	12.00	12.00	0	Per learner (for 2 hours)		Learner rate (full fee rate), adult learning courses. Different rates per length of course

Early Years Services	Childcare workforce								To upskill the early years and childcare workforce. Variable (to cover cost of venues, trainers etc.)
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**Directorate: Finance & Customer Services**

<b>Service Area</b>	<b>Charged for Service</b>	<b>Charge 2017/18</b>	<b>Charge 2018/19</b>	<b>Change in Charge 2017/18 to 2018/19</b>	<b>Charge Unit (E.g. Day, Hour, Session, visit, etc)</b>	<b>References (E.g. Cabinet Report/date, Budget Proposal Ref, etc)</b>	<b>Additional Information (E.g. Annual inflation increase, revised charge based on demand, legislation change, etc)</b>
		<b>£</b>	<b>£</b>	<b>£</b>			
Legal Services	Legal Advice – Comprehensive Schools	350	365	15	Annual Subscriptions		Amount of schools signing up for Annual Subscriptions is reducing.
Legal Services	Legal Advice – Primary Schools	200	210	10	Annual Subscriptions		
Legal Services	Section 38 & 278 – Highways improvement	900	930	30	Per application		To be reviewed in 18/19.
Legal Service	Section 106 Planning	750 or 500	775 or 515	25 or 15	Per application		To be reviewed in 18/19.
Legal Services	Building contract work	300	310	10	Per application		To be reviewed in 18/19.
Legal Services	Legal Advice – schools/academies	58	60	2	Hourly rate		To be reviewed in 18/19.
Legal Services	Academy Conversions	58	60	2	Hourly rate		To be reviewed in 18/19.
Legal Services	Sale of Electoral registers				As prescribed		Prescribed by law as to what we can charge. Price varies on election and type of register.
Internal Audit	Audit of academies	250	260	10	Daily Rate		Historic arrangement re 4 x academies. No guarantee beyond 18/19.

**Directorate: Assistant Chief Executive**

<b>Service Area</b>	<b>Charged for Service</b>	<b>Charge 2017/18</b>	<b>Charge 2018/19</b>	<b>Change in Charge 2016/17 to 2017/18</b>	<b>Charge Unit (E.g. Day, Hour, Session, visit, etc)</b>	<b>References (E.g. Cabinet Report/date, Budget Proposal Ref, etc)</b>	<b>Additional Information (E.g. Annual inflation increase, revised charge based on demand, legislation change, etc)</b>
		£	£	£			
Democratic Services	Town Hall Catering						Several different options for buffets and room hire charges.
HR & Payroll	HR Consultancy and payroll services to schools/academies					Brochure of Traded Services	Based on individual schools requirements.
HR & Payroll	Charge to SYPA for accommodation in Riverside House	6,489	6,684	195	Agreed rate		Agreed rate with Pensions Authority, increased annually in line with inflation
HR & Payroll	Charges to external customers for DBS checks.	12	12.30	0.30	Admin fee per application		To be reviewed in line with marker rate.

<b>LIBRARIES &amp; NEIGHBOURHOOD HUBS PROPOSED FEES &amp; CHARGES</b>	<b>2017/18</b>	<b>2017/18</b>	<b>2018/2019</b>	<b>2018/2019</b>
	<b>FULL PRICE</b>	<b>CONCESSIONS ROTHERCARD</b>	<b>FULL PRICE</b>	<b>CONCESSIONS ROTHERCARD</b>
<b>LIBRARIES &amp; INFORMATION SERVICES</b>				
<b>Books (non-VAT)</b>				
Overdue Charges per day open (Under 18s and over 60s exempt)	£0.15	£0.15	£0.20	£0.20
Overdue Charges maximum (Under 18s and over 60s exempt)	£6.00	£6.00	£6.00	£6.00
<b>Talking Books (non-VAT)</b>				
Hire Charges per week or part	Free	Free	Free	Free
Overdue Charges per day per title (Under 18s and over 60s exempt)	£0.15	£0.15	£0.20	£0.20
Overdue Charges maximum (Under 18s and over 60s exempt)	£6.00	£6.00	£6.00	£6.00
<b>Compact Discs*</b>				
Hire Charges per week or part	£1.20	£0.90	£1.20	£0.90
Overdue Charges per day open	£0.90	£0.90	£0.90	£0.90
Overdue Charges maximum	£7.50	£7.50	£7.50	£7.50
<b>Video &amp; DVDs:*</b>				
Feature Films hire per week from 1st April 2017	£2.50	£1.80	£3.00	£2.20
Feature Films Overdue per day	£1.50	£1.00	£1.50	£1.00
Overdue Charges maximum	£15.00	£15.00	£15.00	£15.00
Riverside Library Intermediate Band hire per week	£1.50	£1.00	£1.85	£1.20
Community Lib. Intermediate Band hire per week	£1.50	£1.00	£1.85	£1.20
Intermediate Band Overdue per day	£0.65	£0.65	£0.65	£0.65
Overdue Charges maximum	£12.00	£12.00	£12.00	£12.00
<b>Reservations (non-VAT)</b>				
Book per item (in stock within Rotherham Libraries)	£0.00	£0.00	£0.00	£0.00
Book per item (not in stock within Rotherham Libraries)	N/A	N/A	N/A	N/A
Non-books per item	£0.60	£0.60	£0.60	£0.60
Inter-Library Loans	£7.00	£6.00	£7.00	£6.00
<b>Lost &amp; Irreparably Damaged Books, etc.: (non-VAT)</b>				
Lost books/non-books - a suitable replacement copy provided by the borrower may be accepted as a replacement				
If no replacement following charges apply				
Adult Fiction Paperback	£6.00	£5.00	£6.00	£5.00
Adult Fiction Hardback	£10.00	£8.00	£10.00	£8.00
Adult Non-Fiction	£10.00	£8.00	£10.00	£8.00
Children's Fiction	£4.00	£3.00	£4.00	£3.00
Children's Non-Fiction	£6.00	£5.00	£6.00	£5.00
<b>Lost/Irreparably Damaged Talking Books (non-VAT)</b>				
Abridged Version	£6.00	£5.00	£6.00	£5.00
Unabridged Version	£20.00	£18.00	£20.00	£18.00
<b>Lost/Irreparably Damaged CD-Roms &amp; Compact Discs:</b>				
Compact Discs	£6.00	£5.00	£6.00	£5.00
DVDs	£12.00	£10.00	£12.00	£10.00
<b>Lost Library Tickets: (non-VAT)</b>				
	£1.50	£1.50	£1.50	£1.50
<b>Discarded Library Books/CDs/Videos (non-VAT) (recommended charges but staff may use their discretion)</b>				
Children's	£0.50	£0.50	£0.50	£0.50
AF hardback	£0.65	£0.65	£0.65	£0.65
ANF	£1.05	£1.05	£1.05	£1.05
or % original price whichever is greatest	15%	15%	15%	15%
Paperbacks	£0.30	£0.30	£0.30	£0.30
Discarded Compact Discs	£2.10	£2.10	£2.10	£2.10
Discarded Videos	£3.15	£3.15	£3.15	£3.15
<b>Canvas Book Bags*</b>				
	£2.00	£2.00	£2.00	£2.00
<b>Photocopying:*</b>				
A4	£0.10	£0.10	£0.15	£0.15
A3	£0.80	£0.80	£1.00	£1.00
<b>Photocopying Colour:*</b>				
A4	£0.50	£0.50	£0.60	£0.60
A3	£2.00	£2.00	£2.00	£2.00

<b>LIBRARIES &amp; NEIGHBOURHOOD HUBS PROPOSED FEES &amp; CHARGES</b>	<b>2017/18</b>	<b>2017/18</b>	<b>2018/2019</b>	<b>2018/2019</b>
	<b>FULL PRICE</b>	<b>CONCESSIONS ROTHERCARD</b>	<b>FULL PRICE</b>	<b>CONCESSIONS ROTHERCARD</b>
<b>LIBRARIES &amp; INFORMATION SERVICES</b>				
<b>Hire of Rooms (Greasbrough, Maltby, Mowbray, Swinton, Wath) (non-VAT):</b>				
In opening hours per hour	£8.50	£8.50	£9.00	£9.00
Outside opening hours per hour	£8.50 + £15 caretaking	£8.50 + £15 caretaking	£9.00 + £15 caretaking	£9.00 + £15 caretaking
Promotional Displays per month (insurance)	£11.60	£11.60	£12.00	£12.00
Promotional Displays per week	£3.00	£3.00	£3.10	£3.10
Commercial	Negotiable	Negotiable	Negotiable	Negotiable
<b>IT Facilities:*</b>				
Printing Black & White per copy A4	£0.10	£0.10	£0.15	£0.15
Printing Colour per copy A4	£0.50	£0.50	£0.60	£0.60
Printing Black & White per copy A3 (RVH)	£0.80	£0.80	£1.00	£1.00
Printing Colour per copy A3 (RVH)	£2.00	£2.00	£2.00	£2.00
Internet user per hour/half hour	Free	Free	Free	Free
IT support material	N/A	N/A	N/A	N/A
<b>Use of ICT Centres*:</b>				
Band A (libraries that can accommodate 12+ learners)	£24.50 per session	n/a	£25.50	N/A
Band B (libraries that can accommodate 6-11 learners)	£12.50 per session	n/a	£13.00	N/A
Band C libraries that can accommodate up to 6 learners)	£6.50 per session	n/a	£7.00	N/A
<b>Commission on sales</b>	20%	20%	20%	20%
<b>Workshops/Holiday Activities</b> (other than Summer Reading Challenge)	Variable to at least cover costs + 10%	Variable to at least cover costs + 10%	Variable to at least cover costs + 10%	Variable to at least cover costs + 10%
<b>Riverside House Library, Heritage and Arts Space</b>				
Gallery Hire (minimum 3 week hire for approved exhibitions)	£250.00	£250.00	Negotiable	Negotiable
Publicity & Promotion of Booked Events at request of hirer per advert minimum (inc. design, advert space)	£53.10	£53.10	Negotiable	Negotiable
Projector	Negotiable	Negotiable	Negotiable	Negotiable
Display cases	Negotiable	Negotiable	Negotiable	Negotiable
Hire of Steinway piano (on site)	Negotiable	Negotiable	Negotiable	Negotiable
Commission on sales	20%	20%	20%	20%
<b>National Checking Service</b>				
National Checking Service - Adult Fee	£60.00	£60.00	£78.00	£78.00
National Checking Service - Child Fee	£30.00	£30.00	£44.00	£44.00
<b>Blue Badge</b>				
Blue Badge applications	£10.00	£10.00	£10.00	£10.00

## Market Service Fees and Charges

### Borough Fairgrounds 2018

Venue	Scales of Charges 2017	Scales of Charges 2018	Days Open
Bonfire Ground Wath	£999.60	£999.60	4
Victoria Park	£840.00	£840.00	4
Spring Fair Herringthorpe	£2,100.00	£2,100.00	4
St Pauls Kimberworth	£493.50	£493.50	5
Clifton Park	£1,747.20	£1,747.20	6
Clifton Park	£1,747.20	£1,747.20	6
Greasborough RC	£861.00	£861.00	4
Wood Lea Common	£535.50	£535.50	4

# BUILDING REGULATION CHARGES

Reference: BRCS 2018/03

Effective from date – 01 April 2018

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
		Plan Fee	Inspect Fee		
1	Erection or extension of a detached/attached domestic garage or car port up to 50m <sup>2</sup>	£300 (£250 ex VAT)	No charge	£300 (£250 ex VAT)	£500
<b>Domestic Extensions</b>					
2	<b>New Charge 2018/19</b> Any extension with a total floor area which does not exceed 40m <sup>2</sup>	£180 (£150 ex VAT)	£360 (£300 ex VAT)	£540 (1&2 merged + £25 on inp;fee) (£450 ex VAT)	£900
	<b>Current Charge (2017/18)</b>	£180 (£150 ex VAT)	£330 (£275 ex VAT)	£510 (£425 ex VAT)	£850
3	Any extension with a total floor area exceeding 40m <sup>2</sup> but not exceeding 60m <sup>2</sup>	£180 (£150 ex VAT)	£450 (£375 ex VAT)	£630 (£525 ex VAT)	£1050
4	Any extension with a total floor area exceeding 60m <sup>2</sup> but not exceeding 100m <sup>2</sup>	£180 (£150 ex VAT)	£540 (£450 ex VAT)	£720 (£600 ex VAT)	£1200
<b>Other Domestic Works</b>					
5	The provision of one or more rooms in a roof space	£180 (£150 ex VAT)	£360 (£300 ex VAT)	£540 (£450 ex VAT)	£900
6	Conversion of a garage to a habitable room	£300 (£250 ex VAT)	No charge	£300 (£250 ex VAT)	£500
7	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
8	Re-roof of a domestic dwelling or external wall insulation cladding	£180 (£150 ex VAT)	No charge	£180 (£150 ex VAT)	£300
9	Installation of Solid Fuel Burning appliance	£360 (£300 ex VAT)	No charge	£360 (£300 ex VAT)	£600
10	Installation of controlled domestic electrical installation (by non-competent person scheme)	<b>This figure is set by our nominated competent person Electrician. Please contact 01709 823847 for details and fees</b>			

For advice or to return completed application forms email [building.control@rotherham.gov.uk](mailto:building.control@rotherham.gov.uk)

For a quote contact us on 01709 823851 / 01709 823847 or email [building.control@rotherham.gov.uk](mailto: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
	Plan 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 300m<sup>2</sup>, 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		<b>New Charge 2018/19</b> £1001 - £10 000 (former 2&3 merger)	£360 (£300 ex VAT)	N/A	£360 (£300 ex VAT)	£600
		<b>Current Charge 2017/18</b> 2 £1,001 - £5,000	£270 (£225 ex VAT)	N/A	£270 (£225 ex VAT)	£450
		3 £5,001 - £10,000	£360 (£300 ex VAT)	N/A	£360 (£300 ex VAT)	£600
3		£10 001 - £25 000	£180 (£150 ex VAT)	£420 (350 ex VAT)	£600 (£500 ex VAT)	£1000
4		£25 001 - £50 000	£180 (£150 ex VAT)	£540 (£450 ex VAT)	£720 (£600 ex VAT)	£1200
5		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

**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](http://www.rotherham.gov.uk)

For advice or to return completed application forms email [building.control@rotherham.gov.uk](mailto:building.control@rotherham.gov.uk)

## Rotherham Building Control Consultancy



### 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 100m<sup>2</sup> 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 300m<sup>2</sup>. 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) > 100m<sup>2</sup> 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.

	Agreed 2017	Agreed 2017	Proposed	
	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	
<b>Activity</b>	<b>Full</b>	<b>Full</b>	<b>Full</b>	<b>% inc</b>
<b>CLIFTON PARK WEDDING PACKAGES</b>				
<b>Garden Room, Sun Space &amp; Courtyard (9am to 12.30am)</b>				
<u>April - October</u>				
Friday to Sunday room hire	£1,260.00	£1,260.00	£1,300.00	3.17%
Monday to Thursday room hire	£1,140.00	£1,140.00	£1,180.00	3.51%
Day before set up	£480.00	£480.00	£495.00	3.13%
<u>November - March</u>				
Friday to Sunday room hire	£1,140.00	£1,140.00	£1,180.00	3.51%
Monday to Thursday room hire	£1,020.00	£1,020.00	£1,050.00	2.94%
Day before set up	£380.00	£380.00	£395.00	3.95%
Christmas Eve & New Years Eve	£2,500.00	£2,500.00	£3,000.00	20.00%
Day before set up	£480.00	£480.00	£500.00	4.17%

All Prices include VAT where applicable

Contract Type	Container Size (Litres)		Collection Point	Total Annual Charge
A1	(2 x Black Sacks)		Premise / Bin Store	£174.19
240A	240	First Bin	Kerbside	£185.49
240A	240	Additional Bin	Kerbside	£74.67
240B	240	First Bin	Premise / Bin Store	£235.92
240B	240	Additional Bin	Premise / Bin Store	£125.25
360A	360	First Bin	Kerbside	£205.40
360A	360	Additional Bin	Kerbside	£94.48
360B	360	First Bin	Premise / Bin Store	£255.56
360B	360	Additional Bin	Premise / Bin Store	£145.10
660	660	First Bin	Premise / Bin Store / Kerbside	£534.83
660	660	Additional Bin	Premise / Bin Store / Kerbside	£424.33
1100	1100	First Bin	Premise / Bin Store	£536.76
1100	1100	Additional Bin	Premise / Bin Store	£426.94

\*\*\* 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 treatment and disposal including landfill costs.

Contract Type	Container Size (Litres)		Collection Point	Total Annual Charge
A1	(2 x Black Sacks)		Kerbside	£249.66
240A	240	First Bin	Kerbside	£367.98
240A	240	Additional Bin	Kerbside	£246.94
240B	240	First Bin	Premise / Bin Store	£423.09
240B	240	Additional Bin	Premise / Bin Store	£302.18
360A	360	First Bin	Kerbside	£436.39
360A	360	Additional Bin	Kerbside	£315.23
360B	360	First Bin	Premise / Bin Store	£491.21
360B	360	Additional Bin	Premise / Bin Store	£370.51
660	660	First Bin	Premise / Bin Store / Kerbside	£961.68
660	660	Additional Bin	Premise / Bin Store / Kerbside	£840.94
1100	1100	First Bin	Premise / Bin Store	£1095.19
1100	1100	Additional Bin	Premise / Bin Store	£975.20

\*\*\* 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 treatment and disposal including landfill costs.

### Waste Container Charges 2018/19

Item	Cost New	Cost Replacement
240 Litre Black Bin	£24.10	£24.10
240 Litre Green Bin	£24.10	£12.36
140 Litre Black Bin	£21.48	£21.48
Blue Box	£4.12	Free
Blue Bag	£1.03	Free
Delivery up to 4 items	£8.61	8.61 (Only applicable on delivery of bins)

### Other Waste Collection Charges

Bulky Waste – 3 Items - £27

A 3 piece suite will now constitute 3 items, rather than 1 as currently.

DIY Waste - £51

**Market Service Fees and Charges  
Equipment Hire, Staffing Costs and Conditions 2018**

The Market Service holds 90 gazebos and trading equipment which will be provided, assembled, dismantled and collected by the Markets Team between 07:00hrs – 17:00hrs Monday – Saturday only subject to the following charges and conditions :-

**Charges :-**

Gazebo hire with two staff	£30.00 per gazebo
Concession charges for community or charities, including two staff	£10.00 per gazebo
Concession charges for all Council Services, including two staff	£10.00 per gazebo
Delivery and collection charges over ten miles	£0.45 per extra mile
Additional member of staff Monday - Friday	£9.00 each/per hour
Additional member of staff Saturday	£13.50 each/per hour
Additional vehicle hire and driver to deliver and collect only	£75.00 per day
Risk Assessment site visit and paperwork	£175.00 per visit
Associated work to resolve equipment damage (Minimum two hours)	£25.00 per hour

**Conditions :-**

- All gazebos must be insured by the event operator for £236.00 + vat each (Prices at December 2017) and a copy of the insurance schedule must be provided with the hire application form.
- All equipment hire and staffing charges must be paid in full seven days prior to the event and payable to RMBC. Payment must be sent to the Market Office, Centenary Market Hall, Howard Street, Rotherham, S65 1EL.
- The event operator is responsible for checking the condition of the equipment and must report any damage prior to the event opening to traders or members of the public.
- A Risk Assessment must be provided prior to the event opening for approval. This must include actions taken in the event of unforeseen weather and wind that may cause damage to the Council's equipment.
- The Market Service takes no responsibility for any damage or injuries caused during the event and the event operator will have a nominated safety officer on site throughout the event.



- The Markets Team will leave site after the equipment has been assembled and return after event closure. The event operator is responsible to supervise the equipment until a member of the Markets Team arrives at the agreed time.
- All charges are subject to VAT conditions.

## **Registration Service**

### **1. Background**

- 1.1 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).
- 1.2 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 01.04.2018.
  - 3.1.1 The revised fees should apply to events booked, or services requested on or after 01.04.2018. Ceremonies are booked up to two years in advance, in 2017 the decision making process was delayed and fees were not implemented until 01.09.2017. It would be unreasonable to impose a second increase, so soon, on those who booked ceremonies in 2016 to take place in 2018.
  - 3.1.2. Implementing the increase for new bookings only will remove delays associated with the requirement to give a reasonable period of notice of increase for existing bookings. It will also remove the lengthy admin and accounting process associated with implementing an increase for existing bookings.
- 3.2 Introduce a priority birth, death, marriage and civil partnership certificate service.
  - 3.2.1 Copy certificates ordered before 12 noon to be produced and collected from the Register Office in Riverside House on the same working day. If ordered after 12 noon be produced and collected by 12 noon the following working day.
    - 3.2.1.1 If the customer is unable to collect a priority certificate from the Register Office, then the only guarantee would be to produce the certificate on the same day and post it first class the following day. The registration service adheres to the corporate postal procedure, whereby items to be posted must be with the business support team no later than 14:20 each working day.
  - 3.2.3 The new fee would apply to all priority certificate requests. There may be a negative impact on those requiring certificates for such things as emergency housing and job interviews as these customers are likely to be the least able to pay an increased fee. However if an element of discretion were introduced then an

additional transaction to reduce the fee would be needed, with decision making at a Senior Officer level. The time taken to assess a request for a reduced fee and the additional accounting required, to satisfy audit that a valid decision has been made, would negate any additional income created.

3.1.4 Revised fees are detailed in Appendix 1.

3.1.5 Benchmarking data is at Appendix 2.

#### **4. Recommendations**

4.1 To increase fees and charges on a cost recovery basis, as detailed in Appendix 1, from 01.04.2018 for ceremonies booked on or after 01.04.2018.

4.2 To introduce a priority certificate service.

1<sup>st</sup> April 2018

## Appendix 1 Fees and Charges

<b>Booking fee £</b>		25.00			
<b>Administration fee £</b>		25.00			
<b>Clifton Park Museum*</b>					
* Fees include 1 certificate					
* Fees exclude the booking fee					
<b>Marriage and Civil Partnership</b>					
Offering	Availability	Current Fee £	Proposed Fee	Increase £	Increase %
Statutory	Thurs am only	50	Statutory	0	0
Enhanced	Mon- Thurs	200	215	15	7.5
Premium	Friday	205	250	45	22
Premium	Sat	245	260	15	6
<b>Naming &amp; Renewal of Vows</b>					
	Mon- Thurs	230	250	20	9
	Fri	280	295	15	5
	Sat	295	305	10	3
<b>Private Citizenship</b>					
	Mon- Fri	150	150	0	0
<b>Approved Venues</b>					
* Fees include 1 certificate					
* Fees exclude the booking fee					
<b>Marriage and Civil Partnership</b>					
Availability		Current Fee £	Proposed Fee	Increase £	Increase %
Mon- Fri		285	305	20	7
Sat		345	355	10	3
Sun		370	370	0	0
Bank Holiday & 18:00-20:00		475	475	0	0
<b>Naming &amp; Renewal of Vows</b>					
Mon- Fri		275	275	0	0
Sat		345	345	0	0
Sun		375	375	0	0
Bank Holiday & 18:00-20:00		500	500	0	0
<b>Priority Certificate fee</b>					
Mon to Fri during business hours		0	35		

## Appendix 2 Benchmarking data

<b>Marriage and Civil Partnership</b>					
<b>Authority</b>	<b>Venue</b>	<b>Availability</b>	<b>Booking fee £</b>	<b>Ceremony fee £</b>	<b>Total £</b>
<b>Rotherham</b>	<b>Clifton Park Museum</b>	<b>Mon-Thu</b>	<b>25</b>	<b>215</b>	<b>240</b>
Barnsley	Register Office	Mon-Thu	26	116	142
Doncaster	Register Office	Mon-Thu	25	175	200
Sheffield	Register Office	Mon-Thu	50	184	234
<b>Rotherham</b>	<b>Clifton Park Museum</b>	<b>Friday</b>	<b>25</b>	<b>250</b>	<b>275</b>
Barnsley	Register Office	Friday	26	138	164
Doncaster	Register Office	Friday	25	250	275
Sheffield	Register Office	Friday	50	184	234
<b>Rotherham</b>	<b>Clifton Park Museum</b>	<b>Saturday</b>	<b>25</b>	<b>260</b>	<b>285</b>
Barnsley	Register Office	Saturday	26	165	191
Doncaster	Register Office	Saturday	25	350	375
Sheffield	Register Office	Saturday	50	184	234
<b>Rotherham</b>	<b>Approved Venue</b>	<b>Mon-Thu</b>	<b>25</b>	<b>305</b>	<b>330</b>
Barnsley	Approved Venue	Mon-Thu	26	310	336
Doncaster	Approved Venue	Mon-Thu	25	267	292
Sheffield	Approved Venue	Mon-Thu	50	304	354
<b>Rotherham</b>	<b>Approved Venue</b>	<b>Friday</b>	<b>25</b>	<b>305</b>	<b>330</b>
Barnsley	Approved Venue	Friday	26	349	375
Doncaster	Approved Venue	Friday	25	308	333
Sheffield	Approved Venue	Friday	50	304	354
<b>Rotherham</b>	<b>Approved Venue</b>	<b>Saturday</b>	<b>25</b>	<b>355</b>	<b>380</b>
Barnsley	Approved Venue	Saturday	26	444	470
Doncaster	Approved Venue	Saturday	25	435	460
Sheffield	Approved Venue	Saturday	50	334	384
<b>Rotherham</b>	<b>Approved Venue</b>	<b>Sunday</b>	<b>25</b>	<b>370</b>	<b>395</b>
Barnsley	Approved Venue	Sunday	26	452	478
Doncaster	Approved Venue	Sunday	25	563	588
Sheffield	Approved Venue	Sunday	50	334	384
<b>Rotherham</b>	<b>Approved Venue</b>	<b>Bank Hol</b>	<b>25</b>	<b>475</b>	<b>500</b>
Barnsley	Approved Venue	Bank Hol	26	452	478
Doncaster	Approved Venue	Bank Hol	25	563	588
Sheffield	Approved Venue	Bank Hol	50	434	484
No benchmarking for 18:00 to 20:00 as it is not offered by neighbouring authorities					
<b>Renewal of Vows and Naming Ceremonies</b>					
<b>Rotherham</b>	<b>Clifton Park Museum</b>	<b>Mon-Thu</b>	<b>25</b>	<b>250</b>	<b>275</b>
Barnsley	Register Office	Mon-Thu	26	165	191
Doncaster	Register Office	Mon-Thu	25	184	209
Sheffield	Register Office	Mon-Thu	25	180	205

<b>Rotherham</b>	<b>Clifton Park Museum</b>	<b>Friday</b>	<b>25</b>	<b>295</b>	<b>320</b>
Barnsley	Register Office	Friday	26	165	191
Doncaster	Register Office	Friday	25	200	225
Sheffield	Register Office	Friday	25	180	205
<b>Rotherham</b>	<b>Clifton Park Museum</b>	<b>Saturday</b>	<b>25</b>	<b>305</b>	<b>330</b>
Barnsley	Register Office	Saturday	26	165	191
Doncaster	Register Office	Saturday	25	200	225
Sheffield	Register Office	Saturday	25	180	205
<b>Rotherham</b>	<b>Approved Venue</b>	<b>Mon-Thu</b>	<b>25</b>	<b>275</b>	<b>300</b>
Barnsley	Approved Venue	Mon-Thu	26	165	191
Doncaster	Approved Venue	Mon-Thu	25	184	209
Sheffield	Approved Venue	Mon-Thu	25	180	230
<b>Rotherham</b>	<b>Approved Venue</b>	<b>Friday</b>	<b>25</b>	<b>275</b>	<b>300</b>
Barnsley	Approved Venue	Friday	26	165	191
Doncaster	Approved Venue	Friday	25	184	209
Sheffield	Approved Venue	Friday	25	180	230
<b>Rotherham</b>	<b>Approved Venue</b>	<b>Saturday</b>	<b>25</b>	<b>345</b>	<b>370</b>
Barnsley	Approved Venue	Saturday	26	165	191
Doncaster	Approved Venue	Saturday	25	257	282
Sheffield	Approved Venue	Saturday	25	180	205
<b>Rotherham</b>	<b>Approved Venue</b>	<b>Sunday</b>	<b>25</b>	<b>375</b>	<b>400</b>
Barnsley	Approved Venue	Sunday	26	165	191
Doncaster	Approved Venue	Sunday	25	313	338
Sheffield	Approved Venue	Sunday	25	204	229
<b>Rotherham</b>	<b>Approved Venue</b>	<b>Bank Hol</b>	<b>25</b>	<b>500</b>	<b>525</b>
Barnsley	Approved Venue	Bank Hol	26	165	191
Doncaster	Approved Venue	Bank Hol	25	313	338
Sheffield	Approved Venue	Bank Hol	25	204	229
No benchmarking for 18:00 to 20:00 as it is not offered by neighbouring authorities					
<b>Private Citizenship</b>					
<b>Rotherham</b>	<b>Clifton Park Museum</b>	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	75	0
Priority Certificate					
	£				
<b>Rotherham</b>	35				
Barnsley	21				
Doncaster	16				
Sheffield	35				

REGULATION AND ENFORCEMENT CHARGES 2018/19

A table summary of the proposed fees and charges to be levied by Regulation and Enforcement is contained at 1.12

**1.1 General Information: Fees and Charges 2018/19**

Regulation and Enforcement 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.

Where fees are not prescribed by legislation, the Council has certain powers 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 2018/19, where appropriate, are increased by 3% from 2017/2018.

Fees in relation to taxi and premises licensing, and associated licences, are set separately through the Council's Licensing Board.

Proposals are as follows:

**1.2 Animal Health**

The Council licences riding, animal boarding and breeding establishments, pet shops, dangerous wild animals, performing animals and zoos primarily to ensure animal welfare conditions are met. The Regulations for certain premises incorporates inspection undertaken by a veterinary surgeon, the costs of which are charged in addition to the licence fees. A veterinary surgeon attends annually to riding establishments, and premises keeping dangerous wild animals. The initial inspection of an animal breeding establishment includes a veterinary inspection and zoos require specialist zoo veterinary surgeons to attend periodically.

It is proposed that fees are increased by 3% from 2017/2018.

**1.3 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 Food Standards Agency has made provisions for local authorities to introduce charges for revisits made as part of the Food Hygiene Rating Scheme. A fee of £150 has been set which will commence in 1 February 2018, this was agreed by Cabinet on 15 January 2018.

The Authority will recover the cost of issuing Export Certificates; the fee covers recording the information and processing the certificates. Export Certificates are requested by companies who wish to export foods to other countries which demand certification. Whilst the Council does not have a statutory obligation to provide Export Certificates to businesses, the work contributes to trade by satisfying certain countries demands for certification. The Council is allowed by the Localism Act 2011 to charge for provision of services that are not part of their statutory duties where that service is requested by the recipient of the service.

The fees for the water samples are set to cover the costs associated with the examination, courier charges, interpretation, recording and provision of advice following the undertaken of water samples. This service is available to commercial leisure facilities, schools, recreational waters etc. In certain instances such as outbreak situations the fees are covered by Public Health England and are not recharged.

Some ad hoc samples may be submitted to the Public Analyst, these would be charged at the rate of analysis plus £10 fee to interpret and provide advice about the result.

Private water sampling fees are prescribed in the Private Water Supplies (England) Regulations 2016.

### **1.4 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).

### **1.5 Housing Act 2004**

#### **1.5.1 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 as salary cost increases were built into the fee at the outset.

Consideration has also been given to whether the fee should be reduced for new licences, given that there are only two years of the current licensing designation remaining. There are almost 400 houses which have not yet licensed, and any general reduction in the fee would present a risk that those who have avoided licensing so far would achieve a financial advantage. However, there is the potential for a licensed property to be sold to another landlord. In such circumstances the vendor may be able to achieve a refund of part of the licence fee for the remaining months of the scheme, but the purchasing landlord would have to pay the full fee. This may be unfair and as such it is proposed that the licence fee for licensed properties which change ownership should pay a reduced maintenance fee based on the number of months remaining in the licensing scheme. This option should also be made available to landlords of properties built and completed after 1<sup>st</sup> January 2018 (not conversions or redeveloped existing houses) which are placed on the rental market by way of recognising the additionality they represent to the housing in the area and the likely higher standard of accommodation.

It is also considered to not be appropriate that the option for large portfolio holders (owning 10 or more houses/flats) to purchase a 1 year licence and then renew for the final years of the scheme. If properties remain unlicensed now, there should not be a financial advantage in having avoided licensing for a period. In addition if these properties are sold and re-licensed or are new build properties a reduced fee is also proposed above which will serve as an alternative to large investors.



### **1.5.2 Houses in Multiple Occupation (HMO)**

It is proposed that the fee is increased by 3%. 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). Currently there are only 18 mandatory licensable HMOs in the Borough and thus the licence scheme does not realise a significant revenue stream or income. In April 2018, it is expected that the statutory licence scheme will be extended. At present it is not possible to predict the number of additional licences that will result from these changes. As this becomes clearer, a further review of the licence fee may be required.

The proposed licence fee increase is based on the current Statutory Licence Scheme. This will increase the fee charged in Rotherham from £800 to £824 for initial applications and from £557 to £586 for renewal. For comparison, within South Yorkshire, a licence for a 5 bedroom HMO in Sheffield City Council is charged at £750 for initial licences and £430 for renewals, Doncaster MBC, £800 initial licence and £480 for renewals and Barnsley MBC at £505

### **1.5.3 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.

### **1.6 Pollution Control**

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.

Previously, reduced fees that have been prescribed have ensured a 30% income pressure in relation to recoverable fees. It is anticipated that despite slight increases in the level of fees for the first time in a number of years, that the pressure will remain on the income target.

### **1.7 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 not 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.

### **1.8 Consultation Fees**

The fees set for consultation are in accordance with Local Government Association guidance on charging for services, the charges levied in 2018/19 will be the appropriate hourly rate for the officer carrying out the work. Consequently, the costs recharged vary, depending on the type of work 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 an illustration, the hourly rate for the Scientific Officer that undertakes the majority of the consultation work has increased from £19.68 in 2017/18 to the current rate of £20.74.

### **1.9 High Hedges**

Currently the Council charges £307 for the investigation of high hedge complaints in accordance with Part 8 of the Anti-Social Behaviour Act 2003. The Council is able to determine its fee for the service locally. Sheffield City Council currently charge a fee of £450, while Barnsley MBC charge £300. Nationally charges vary but are between £300 and £500.

It is proposed that this charge is increased to £500 to be at the upper level of charges levied by other local councils and also account for the additional enforcement the Council may be required to take over the life of any enforcement notices it becomes duty bound to serve. It is extremely unlikely that these charges will generate any significant income with only one or two each year reaching the threshold for charging.

### **1.10 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.

Primarily these FPNs relate to enviro-crime offences. Such offences are taken seriously by the Council and are reflected in Corporate priorities. Consequently, all of these fines are at the statutory maximum with the fees for dog fouling raised to £100 in the last financial year and the maximum fine for Fly Tipping Offences of £400 (with an early payment discount to £300) being introduced. There is a risk that with higher fines comes a reduced payment rate. However the Government are currently planning to increase the fixed

penalty for littering to £150 due to the importance of the issue and broadening powers for Councils to tackle littering from vehicles by making the vehicle keeper responsible for the offence where the individual who dropped the litter cannot be identified. The maximum £150 has been suggested, with a reduction of £100 for early payment.

In 2017 the Fixed Penalty amounts for fly tipping (£400) and business waste offences (£300) were adjusted to allow an early payment discount of 25% due to the large amount of the penalty notice. This was to be under review in its first year. Of the 21 such fixed penalty notices issued in the preceding 12 months to this report, only 38% were paid, and all of those were paid within the discount period. The remainder were not convinced by the warnings or further prosecution to pay the higher level of penalty in order to avoid Court. Therefore it can be assumed that those who did pay the fixed penalty would still pay the standard fee. In the interests of consistency and the maximum fixed penalty levels the Council have recently put in place for other offences, and those which the Government are likely to increase, it would be appropriate to remove this discount fee and return the fee to the maximum level.

The Dog Control Order which the Council introduced in 2010 under the Clean Neighbourhoods and Environment Act 2005 to increase the maximum fine for dog fouling from £50 to £80, has been converted automatically into a Public Space Protection Order by virtue of the provisions of the Anti-social behaviour Crime and Policing Act 2014. In 2017 the maximum fine for failing to remove dog faeces was increased to £100 to both be set at the maximum allowed and to be consistent with any of the new Public Space Protection Orders, ready for its conversion in the following October. The Public Space Protection Order is also detailed in this report with the maximum current fixed penalty of £100 having been previously set.

### **1.11 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 notices used by the Council.

The value of the penalties is subject to either statutory determination or a requirement that the Council sets an appropriate rate for the sanction within statutory parameters.

Monetary penalties are prescribed in relation to offences under the Smoke and Carbon Monoxide Alarm (England) Regulations 2015; the Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc.) (England) Order 2014; and 46 of the Environmental Protection Act 1990 relating to household waste receptacles.

The Housing and Planning Act 2016 extended Civil Penalties to a range of offences under the Housing Act 2004. The method for calculating an appropriate level of penalty is the subject of a separate report on this agenda. The penalties are based on the culpability and harm associated with an offence and can range from £25 to the statutory maximum of £30,000. Should the report be accepted by Cabinet, the level of income which may result from adopting these powers is therefore uncertain and will certainly vary according to offences committed.

**1.12 Summary of Regulation and Enforcement Fees and Charges 2018/19 (excluding VAT)**

<b>Service</b>	<b>2017/18(£)</b>	<b>2018/19 (£)</b>
<b>ANIMAL HEALTH</b>		
Animal Boarding Establishments	242	249
Animal Boarding Establishments (Home Boarding)	169	174
Riding Establishments	242	249
Performing Animals	149	153
Dog Breeding Establishments	149	153
Dangerous Wild Animals	149	153
Pet Shops	149	153
Zoos (First licence 4 years)	1061	1093
Zoos (Renewal licence 6 years)	1569	1616
<b>FOOD, HEALTH &amp; SAFETY</b>		
Ear-piercing – PREMISES	125	129
Ear piercing - person carrying on the business	27	28
Tattooing – PREMISES	183	188
Tattooing - person carrying on the business	27	28
Acupuncture – PREMISES	154	159
Acupuncture – person carrying on the practice	27	28
Electrolysis – PREMISES	154	159
Electrolysis – person carrying on the business	27	28
Food Hygiene Revisit	£150 introduced 1 February 2018	150
Export Certificate	No charge previously.	28
Water Samples: Standard Microbiological sample Recreational Water sample Legionella water sample  Ad Hoc Water Samples	£8 in addition to fee from the laboratory.	34 43 60  Cost of analysis and courier in addition to £10 admin fee.
Private Water Supply Samples		
Risk assessment (for each assessment)	500	500
Sampling (for each visit)	100	100
Investigation (for each investigation)	100	100
Granting an authorisation (for each authorisation)	100	100
Analysing a sample		
- taken under regulation 10 (for parameters referred to in paragraph (1)(a) to (e) of that regulation)	25	25
- taken during check monitoring	100	100
- taken during audit monitoring and monitoring under regulation 11	500	500
<b>TRADING STANDARDS</b>		
Weights and Measures Inspector (hourly rate)	60	62
Weights and Measures Technical Assistant (hourly rate)	37	38

Service	2017/18 (£)	2018/19 (£)	
<b>CONSULTATION FEES</b>			
Consultation Enquiry	£19.68/hour	£20.74/hour	
<b>HOUSING LICENSING</b>			
House in Multiple Occupation (HMO) - New Application	£800	£824 Made up of £178 fee on application and £646 paid 1 <sup>st</sup> Notice of intention to grant a licence*	
HMO License renewal (available for renewing applications which have not expired)	£557	£586 Made up of £41 fee on application and £545 paid on minded to grant a licence decision*	
Selective Licence of other houses in designated areas	£592 Made up of £154 fee on application and £438 paid 1 <sup>st</sup> Notice of intention to grant a licence* (+£13 invoice fee if requested to pay by instalments)	£592 Made up of £154 fee on application and £438 paid 1 <sup>st</sup> Notice of intention to grant a licence* (+£13 invoice fee if requested to pay by instalments)	
Selective Licence of other houses in designated areas ONLY APPLICABLE where a licensed house is sold and relicensed by a different owner mid-scheme	N/a	Variable fee based on £592 for a 5 year licence. £154 Application fee £7.30 per full month of the remaining term of the licence scheme or £87.60 for each full year	
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 <sup>st</sup> April 2016,	£393.60 (+£13 invoice fee if requested to pay by instalments)	N/A)	
*The process of consulting on granting each license will not begin until full payment has been received.			
<b>HOUSING ACT – Legal Notices</b>			
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	
<b>WORKS IN DEFAULT</b>			
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.			
<b>HIGH HEDGES</b>			
Formal Investigation	£400	£500	
<b>FIXED PENALTY NOTICES</b>			
<b>Offence</b>	<b>Range Available</b>	<b>2017/18</b>	<b>2018/19</b>
Leaving Litter	£65 - £150	£80	£150 (£100 for early repayment)
Failing to Comply with a Public Space Protection Order (Including the Dog Control Order)	Up to £100	£100	£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 non-domestic waste receptacles notice	£60 - £100	£100	£100
Failure to produce authority to transport controlled waste	£300	£300	£300
Failure to produce waste disposal documentation	£200 - £300	£300 (reduced to £225 if paid within 14 days)	£300
Illegal disposal of waste (Fly Tipping)	£200 - £400	£400 (reduced to £300 if paid within 10 days)	£400
<b>MONETARY PENALTIES</b>			
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
<b>Service</b>	<b>2017/18 (£)</b>	<b>2018/19 (£)</b>	
<b>POLLUTION CONTROL – ENVIRONMENTAL PROTECTION ACT PROCESSES</b>			
<b>Application Fee</b>			
Standard process	£1,579	£1,650	
Additional fee for operating without a permit	£1,137	£1,188	
PVR I, SWOBs and Dry Cleaners Reduced fee activities (1)	£148	£155	
PVR I & II Combined	£246	£257	
Vehicle Refinishers (VRs) and other Reduced Fee activities (2)	£346	£362	
Reduced fee activities additional fee for operating without a permit	£68	£71	
Mobile screening and crushing plant for the third to seventh applications	£1,579 £943	£1,650 £985	
for the eighth and subsequent applications	£477	£498	
<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>			
<b>Annual Subsistence Charge</b>			
Standard process LOW	£739 (+99)*	£772 (+104)*	
Standard process MEDIUM	£1,111(+149)*	£1,161(+156)*	
Standard process HIGH	£1,672 (+198)*	£1,747 (+207)*	
Reduced fee activities Low/Medium/High	£76 £151 £227	£79 £158 £237	
PVR I & II Combined Medium Component	£108 216 326	£113 £226 £341	

Vehicle Refinishers Low/Medium/High	£218 £349 £524	£288 £365 £548
Mobile screening and crushing plant Low/Medium/High	£618 £989 £1,484	£626 £1034 £1,551
for the third to seventh authorisations Low/Medium/High	£368 £590 £884	£385 £617 £924
for the eighth and subsequent authorisations Low/Medium/High	£189 £302 £453	£198 £316 £473
Late Payment Fee	£50	£52
* 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		
<b>Transfer and Surrender</b>		
Standard process transfer	£162	£169
Standard process partial transfer	£476	£497
New operator at low risk reduced fee activity	£75	£78
Surrender: all Part B activities	£0	£0
Reduced fee activities*: transfer	£30	£0
Reduced fee activities*: partial transfer	£45	£47
<b>Temporary Transfer for Mobiles</b>		
First Transfer	£51	£53
Repeat Following enforcement or warning	£51	£53
Substantial change s10 and s11		
Standard process	£1,005	£1,050
Standard process where the substantial change results in a new PPC activity	£1,579	£1,650
Reduced fee activities*	£98	£102
* 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.		
<b>Part A2</b>		
Application	£3,218	£3,363
Additional fee for operating without a permit	£1,137	£1,188
Annual Subsistence LOW	£1,384	£1,447
Annual Subsistence MEDIUM	£1,541	£1,611
Annual Subsistence HIGH	£2,233	£2,334
Late Payment Fee		£52
Substantial Variation	£1,309	£1,368
Transfer	£225	£235
Partial Transfer	£668	£698
Surrender	£668	£698

### Proposed fees and charges for Highways Services

<b>Description</b>	<b>Current 2017/18*</b>	<b>Proposed 2018/19</b>
Placement of a builder's skip and container on the highway	£21.00	£21.00
Installation and maintenance of apparatus, and the making of an excavation in the highway	£530.00	£560.00
Licence for a trial hole in the highway	£430.00	£460.00
Construction of permanent vehicle access crossings in the highway	£65.00	£65.00
Construction of temporary vehicle access crossings in the highway	£130.00	£140.00
Installation of scaffolding and hoarding in the highway	£175.00	£180.00
Regulation of traffic during planned activities on or near the highway	£940.00	£960.00
Regulation of traffic during unplanned (emergency) activities on or near the highway	£730.00	£740.00

\* Charges were not increased in 2017/18. The current levels are charges as agreed for 2016/17.



Activity	2017/18			2018/19			% inc
	Full	Conc/ Rothercard	Jnr. Rothercard	Full	Conc/ Rothercard	Jnr. Rothercard	
<b>HERRINGTHORPE ATHLETICS STADIUM*</b>							
Arena Hire full day (7 hours)	£360.00	N/A	N/A	£370	N/A	N/A	2.78%
Arena hire half day (3.5 hours)	£180.00	N/A	N/A	£185	N/A	N/A	2.78%
Arena Hire (per hour)	£62.00	N/A	N/A	£64	N/A	N/A	3.23%
Athletics	£3.90	£3.10	£2.40	£4	£3.20	£2.50	2.56%
Season Ticket - Monthly	£22.00	£17.00	£11.00	£23	£17.50	£11.50	2.27%
Season Ticket - Family Monthly	£37.00	£27.00	NA	£38	£28	N/A	2.70%
Regular bookings that meet criteria - exempt VAT:							
Track Centre Pitch	£90 (£75VAT exempt)	N/A	N/A	£93	N/A	N/A	3.33%
Track Centre Pitch with lights	£115 (£95.83VAT exempt)	N/A	N/A	£119	N/A	N/A	3.04%
Single 5-a-side Pitch	£37 (£30.83 VAT exempt)	N/A	N/A	£38	N/A	N/A	2.70%
Single 5-a-side Pitch with lights	£47.50 (£39.58 VAT exempt)	N/A	N/A	£49.00	N/A	N/A	3.16%
Multi-sports	£3.90	£3.10	£2.40	£4	£3.20	£2.50	2.56%
In2Athletics	N/A	£3.00	£3.00	N/A	£3.50	£3.00	16.60%
Fitness Activities e.g. Yoga/Aerobics	£3.90	£3.10	£2.40	N/A	N/A	N/A	
Courses	£3.90	£3.10	£2.40	N/A	N/A	N/A	
School Visits (per pupil)	N/A		N/A	N/A	£3.20	N/A	18.50%
Birthday Party (max. 15 kids, 1.5 hours)	£52.00	£52.00	£52.00	£55	NA	NA	5.77%
One to one Athletics coaching (max. 3 people, per 45 minutes)	£15.50	£15.50	N/A	£16	£16	N/A	3.23%
Training/Meeting Room (per hour)	£10.50	N/A	N/A	£11	N/A	N/A	4.76%
Training/Meeting Room (per hour) with refreshments	£22.00	N/A	N/A	£23	N/A	N/A	4.55%
Training/Meeting Room (per hour) commercial rate	£22.00	N/A	N/A	£23	N/A	N/A	4.55%
Training/Meeting Room (per hour) commercial rate with refreshments	£27.00	N/A	N/A	£28	N/A	N/A	3.70%
<b>Cancellation of Room/Hall bookings:</b>							
Charge for room booking cancelled on day	100%	100%	100%	100.00%	100.00%	100.00%	N/A
Charge for booking cancelled within the week	80%	80%	80%	80.00%	80.00%	80.00%	N/A
Charge for booking cancelled within the month	50%	50%	50%	50.00%	50.00%	50.00%	N/A
<b>Cancellation of Track and centre pitch bookings:</b>							
Charge for booking cancelled on day	100%	100%	100%	100%	100%	100%	N/A
Charge for booking cancelled within the week	50%	50%	50%	50%	50%	50%	N/A
<b>COUNTRY PARKS</b>							
<b>THRYBERGH COUNTRY PARK</b>							
<b>Fly Fishing* (includes car parking fee)</b>							
4 hours (2 fish)	£12.00	£10.00	N/A	£13.50	£11.50	N/A	12.50%
Full day (2 fish)	£14.00	£12.00	N/A	£15	£13	N/A	7.14%
Season Permit unlimited visits 2 fish per visit	£190.00	N/A	N/A	£200	N/A	N/A	5.26%
<b>Float Tubing*</b>							
Season Permit Float Tube Launch	£40.00	N/A	N/A	£42	N/A	N/A	5.00%
Day Ticket Float Tube Launch	£4.00	N/A	N/A	£4.50	N/A	N/A	12.50%
Boat Day	£10.00	N/A	N/A	£11	N/A	N/A	10.00%
Boat 5 visits	£40.00	N/A	N/A	£44	N/A	N/A	10.00%
<b>Caravan/Camping*</b>							
Fishing/Caravan 2 day consecutive package (for 1 person, per night)	£62.00	N/A	N/A	£65	N/A	N/A	4.84%
Family Tent (per night)	£16.00	N/A	N/A	£17	N/A	N/A	6.25%
Caravans, trailer tents & motorhomes (per unit per night)	£19.00	N/A	N/A	£20	N/A	N/A	5.26%
Awning	£2.50	N/A	N/A	£3	N/A	N/A	20.00%
Rally Rate (per night)	£15.00	N/A	N/A	£16	N/A	N/A	6.67%
Seasonal Pitch (rate per night for six months)	£16.50	N/A	N/A	£17	N/A	N/A	#REF!
Long Stay (up to 21 days)	Full rate	N/A	N/A	N/A	N/A	N/A	
<b>Other Activities</b>							
School Visits (per pupil)	£3.00	N/A	N/A	£3.50	N/A	N/A	16.67%
Soft Play* (per child)				£2.25	N/A	N/A	
<b>Car Parking*</b>							
All Year Round (per day)	£1.60	N/A	N/A	£1.70	N/A	N/A	6.25%
Disabled Parking	£1.00	N/A	N/A	£1	N/A	N/A	0.00%
Minibus Day Rate	£4.00	N/A	N/A	£4.50	N/A	N/A	12.50%
Car Parking - Season Ticket	£75.00	N/A	N/A	£80	N/A	N/A	6.67%
car parking season ticket disabled	£30.00	N/A	N/A	£32	N/A	N/A	6.67%
Joint car park pass TCP and UCP	N/A	N/A	N/A	N/A	N/A	N/A	
Scooter hire (2hrs)	£2.20	N/A	N/A	£2.50	N/A	N/A	13.64%
<b>ULLEY COUNTRY PARK</b>							
<b>Coarse Fishing*</b>							
Season Ticket	£65.00	£45.00	N/A	£70	£50	N/A	7.69%
Day Ticket Full	£5.00	£3.50	N/A	£5.50	£4.50	N/A	10.00%
<b>Other Activities</b>							
Hire of Multi-purpose Room (1 Hour) (non-VAT unless hired for a sporting activity)	£18.00		N/A	£20	N/A	N/A	11.11%
<b>Car Parking*</b>							
Car Parking - per day	£1.00	N/A	N/A	£1.20	N/A	N/A	20.00%
Car Parking - Season Ticket (per car)	£45.00	N/A	N/A	£47	N/A	N/A	4.44%
<b>ROTHER VALLEY COUNTRY PARK</b>							
<b>Watersports* (from 8th February 2016) Includes VAT unless used for education/training</b>							
Double Handed Dinghies (per 90 minutes)	£17.00	£11.50	£10.00	£17.00	£11.50	£10.00	0.00%
Single Handed Dinghies (per 90 minutes)	£13.00	£9.00	£7.50	£13.00	£9.00	£7.30	0.00%
Windsurfer (per 90 minutes)	£12.50	£8.50	£6.50	£12.50	£8.50	£6.50	0.00%
Canadian Canoe (per 60 minutes)	£12.00	£9.50	£7.50	£12.50	£10.00	£8.00	5.26%

Activity	2017/18			2018/19			% inc
	Full	Conc/ Rothercard	Jnr. Rothercard	Full	Conc/ Rothercard	Jnr. Rothercard	
Kayak Canoe (per 60 minutes)	£10.00	£7.50	£6.00	£10.50	£8.00	£6.50	6.67%
Open Canoe (per 60 minutes)	£10.00	£7.50	£6.00	£10.50	£8.00	£6.50	6.67%
Topo Due Canoe (per 60 minutes)	£11.00	£9.00	£6.50	£11.50	£9.50	£7.00	5.56%
Rowing Boat (per 30 minutes)	£11.00	N/A	N/A	£12.00	N/A	N/A	9.09%
Pedal Boat (per 30 minutes)	£11.00	N/A	N/A	£12.00	N/A	N/A	9.09%
Electric Boats	£10.00	N/A	N/A	£15.00	N/A	N/A	50.00%
Wet Suit (session)	£6.80	£4.70	N/A	£7.00	£5.00	N/A	2.94%
Wet Suit (per day)	£13.50	£9.50	N/A	£14.00	£7.00	N/A	3.70%
Buoyancy Aid (per day)	£9.50	£6.50	N/A	£10.00	£6.50	N/A	5.26%
Instructor /Supervisor (1:1 90 min lesson in any activity, cost now includes equipment) VAT exempt	£75.00	N/A	N/A	£75.00	N/A	N/A	0.00%
Locker Tokens	£0.50	N/A	N/A	£0.50	N/A	N/A	0.00%
<b>Powerboat Hire * (from 8th February 2016)</b>							
Powerboat including Driver 0 - 4 hours	£560.00	N/A	N/A	£560.00	N/A	N/A	0.00%
Powerboat including Driver 0 - 8 hours	£690.00	N/A	N/A	£690.00	N/A	N/A	0.00%
<b>Launch Fees* (from 8th February 2016)</b>							
Private Launch - (Per Day)	£9.50	£6.50	N/A	£10.00	£7.00	N/A	5.26%
Private Launch (within 3 hours of closure)	£6.00	£4.50	N/A	£6.50	£5.00	N/A	8.33%
6 Month Private Launch Saver - Incl. Car Parking Fee	£180.00	£140.00	N/A	£190.00	£145.00	N/A	5.56%
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	£350.00	N/A	N/A	1.45%
1 Month Private Launch Saver	DELETE	N/A	N/A				
6 Months Jet Ski Launch Pass	£200.00	N/A	N/A	£210.00	N/A	N/A	5.00%
1 Month Jet Ski Launch Pass (min. of 6 months to be purchased first)	£56.00	N/A	N/A	£60.00	N/A	N/A	7.14%
<b>Craft Storage* (from 8th February 2016)</b>							
Boats per year - to include car parking fee	£220.00	N/A	N/A	£230.00	N/A	N/A	4.55%
<b>Cycle Hire * (From 8th February 2016)</b>							
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)	£6.50	£5.50	N/A	£7.00	N/A	N/A	7.69%
Cycle Hire 2 hour	£11.00	£9.50	N/A	£12.00	N/A	N/A	9.09%
Cycle Trailers (per hour)	£5.00	N/A	N/A	£5.50	N/A	N/A	10.00%
Cycle Trailers 2 hours	£8.50	N/A	N/A	£9.00	N/A	N/A	5.88%
Dino Cycle	£17.00	N/A	N/A	£18.00	N/A	N/A	5.88%
Dino Cycle Trailer	£11.00	N/A	N/A	£12.00	N/A	N/A	9.09%
<b>Lake Hire (from 8th February 2016)</b>							
<b>Summer (March - Sept) - All Day Lake Hire *</b>							
Sole use of Main Lake	£3,600.00	N/A	N/A	£3,780.00	N/A	N/A	5.00%
Partial use of Main Lake	£1,700.00	N/A	N/A	£1,785.00	N/A	N/A	5.00%
Hire of Northern Lake	£1,100.00	N/A	N/A	£1,155.00	N/A	N/A	5.00%
Lake charges do not include equipment							
<b>Winter (October - February) - All Day Lake Hire *</b>							
Sole use of Main Lake	£1,700.00	N/A	N/A	£1,780.00	N/A	N/A	4.71%
Partial use of Main Lake	£850.00	N/A	N/A	£890.00	N/A	N/A	4.71%
Hire of Northern Lake	£575.00	N/A	N/A	£600.00	N/A	N/A	4.35%
Lake charges do not include equipment							
<b>Model Boating *</b>							
Model Boating (per craft per day) *	£4.20	£3.00	N/A	£4.30	£3.10	N/A	2.38%
<b>Miscellaneous</b>							
Powercraft Engine Test (per 30 minutes - from 8th February 2016)*	£45.00	N/A	N/A	£45.00	N/A	N/A	0.00%
Diving Lake (per diver - from 8th February 2016)*	Delete	N/A	N/A				
Windsurf Harness Hire (from 8th February 2016)*	£7.50	N/A	N/A	£8.00	N/A	N/A	6.67%
Spraydeck hire (from 8th February 2016)*	£7.50	N/A	N/A	£8.00	N/A	N/A	6.67%
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%
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 *	£450.00	N/A	N/A	£475.00	N/A	N/A	5.56%
Orienteering Maps *	£2.70	N/A	N/A	£2.80	N/A	N/A	3.70%
<b>Caravan and Camping *</b>							
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	£5.00	N/A	N/A	25.00%
<b>Coarse Fishing</b>							
Season ticket (ticket to expire at end of March)	£74.00		N/A	£75.00	N/A	N/A	1.35%
Per Day	£5.00		N/A	£5.00	N/A	N/A	0.00%
<b>Car Parking*</b>							
Car Parking (over 3 hours)	£5.00	N/A	N/A	£5.00	N/A	N/A	0.00%
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:*					N/A	N/A	
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%

**Market Service Fees and Charges**  
**Scale of Charges 2018/19**

<b>Indoor Monthly Charges exc. VAT</b>	<b>Current Charges</b>	<b>Last Increase</b>	<b>Proposals</b>
<b>Perimeter Stall</b>			
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 + Electricity Standing Charges	£682.15	April 2013	Reduce to £593.84
<b>Island stall</b>			
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
<b>Stock Room</b>			
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
<b>Stock Room Lights Charge - Per Quarter</b>			
	£10.00	April 2016	No Increase
<b>Car Parking - Per Quarter</b>			
(Inc CCTV Upgrades & Additional Security)	£130.00	April 2016	No increase
<b>Outdoor Daily Charges inc. VAT</b>			
<b>Monday</b>			
Small Stall 1 & 2	£13.50	April 2013	Decrease to £10.00
Standard Stall 8 - 85 & 129 - 131	£15.95	April 2013	Decrease to £10.00
Large Stall 3 - 7 & 86 - 128	£17.75	April 2013	Decrease to £10.00
<b>Tuesday</b>			
Standard Stall	£11.15	April 2013	No Increase

**Market Service Fees and Charges**  
**Scale of Charges 2018/19**

<b>Wednesday</b>			
Standard Stall	£14.75	April 2013	Increase to £15.00
<b>Friday &amp; Saturday</b>			
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
<b>Storage Charges</b>			
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
<b>Outdoor Daily Charges exc. VAT</b>			
<b>Street Market</b>			
RMBC Casual Traders/ Multiple Trading Days	£22.00	April 2017	Increase to £23.00
Regular Traders	£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
<b>Miscellaneous Charges</b>			
Rotherham Crafters	£5.00	Oct 2017	Increase to £6.00
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
Rotherham Advertiser Pitch	£0.00	April 2013	£25.00 daily pitch fee
Water Admin. Charge	£18.00	April 2013	No Increase
Concession Management Pitch	£65.00	April 2016	Increase to £100.00
Rival Market Licence Fee	£100/£200/£250	April 2013	Increase all fees by £25.00
New Trader Incentive	Two months rent free incentive	April 2015	Increase to three months
Equipment Hire Concession Rate (Per Gazebo)	£0.00	New Proposal	Introduce a £10.00 charge
Equipment Hire Normal Rate (Per Gazebo)	£25.00	April 2013	Increase to £30.00
Late Open/Early Close Fee - Market Hall	£10.00	Jan 2018	No Increase
<b>Additional Income</b>			

## **PARKING SERVICES CHARGES**

In respect of town centre car parking charges, it is not proposed to increase charges in 2018/19. The Council is mindful of falling footfall in the town centre and the need to encourage visitors to support town centre businesses.

The current tariffs, which have been in place since 2016, are shown below for information.

<b>Parking Activity</b>	<b>Current Tariff</b>
On-street 30 minutes	£1.00
On-street 60 minutes	£1.50
On-street 120 minutes	£3.00
Off-street 120 minutes	£1.50
Off-street 240 minutes	£2.00
Off-street all day	£3.50

**Proposed Pest Control Charges - 2018/19**

<b>Activity</b>	<b>17/18 charge</b>
Rats Inside Properties	£30.00
Rats Outside Properties	£30.00
Mice	£84.00
Moles	£84 fixed price max 3 treatments
Squirrels	£84 fixed price max 3 treatments
Feral Pigeons	quote
Fleas	£84.00
Bed Bugs	£192 fixed charge max 4 treatments
Cockroaches	£192 fixed charge max 4 treatments
Wasps' Nests	£84.00
Flies	£84.00
Wild Bees/Bumble Bees	£84.00
Stored Product Insects(beetles etc.)	£84.00
Garden Ants	£84.00

<b>18/19 charge</b>
£30.90
£30.90
£84.00
£86.52 fixed price max 3 treatments
£86.52 fixed price max 3 treatments
quote
£86.52
£197.76 fixed charge max 4 treatments
£197.76 fixed charge max 4 treatments
£86.52
£86.52
£86.52
£86.52
£86.52

**SCHEDULE OF DEVELOPMENT MANAGEMENT ENQUIRY FEES**

	<b>TYPE OF ENQUIRY</b>		Current Fee exc VAT	Current Fee Inc VAT	Proposed Fee exc VAT	Proposed Fee Inc VAT
	<b>Do I need planning permission/General enquiries</b> All development types		£60	£72	£80	£96
	<b>Householder development</b> House extension/alteration etc.		£60	£72	£80	£96
	<b>Adverts &amp; Changes of use</b> Where site area does not exceed 1 hectare (Major development). Where it does, see Categories 8 & 9 below. Not including any other operational development. Change of use to flats considered under Category 6 below.		£60	£72	£80	£96
	<b>Section 73 development (Minor material changes to approved schemes)</b>	New Category			£150	£180
	<b>Listed Building / Conservation Area /TPO advice</b>		£40/hr	£48/hr	£50/hr	£60/hr
	<b>Minor development</b> <ul style="list-style-type: none"> <li>• Dwellings: 1 - 3 / &lt;0.25 ha</li> <li>• Other development: 100sqm – 500 sqm / &lt;0.5 ha</li> <li>• Change of use to flats (any number)</li> </ul>		£250	£300	£300	£360
	<ul style="list-style-type: none"> <li>• &lt;100 sqm</li> </ul>		£125	£150	£150	£180
	<b>Minor development (larger scale)</b> <ul style="list-style-type: none"> <li>• Dwellings 4 - 9 / 0.25 - 0.5 ha</li> <li>• Other development 500 - 1,000 sq m / 0.5 - 1 ha</li> </ul>		£300	£360	£360	£432



	<b>Small-scale Major development</b> <ul style="list-style-type: none"> <li>• Dwellings: 10-199 / 0.5 - 4 ha</li> <li>• Other development: 1,000 – 9,999 sq m / 1 - 2 ha</li> </ul>	Initial meeting	£500	£600	£600	£720
		Additional meetings	£300	£360	£360	£432
		See additional schedule for further information				
	<b>Large-scale Major development</b> Dwellings: 200+ / more than 4 <ul style="list-style-type: none"> <li>• Other uses: 10,000+ sq. m / more than 2 ha</li> </ul>	Initial meeting	£800	£960	£960	£1152
		Additional meetings	£500	£600	£600	£720
		See additional schedule for further information				
	<b>Strategic developments</b> Of borough wide significance and/or especially complex issues	Planning Performance Agreement (PPA) recommended	Price on request			
	<b>Confirmation that conditions or legal agreement complied with - copies of decision notices etc.</b>		£40/hr	£48/hr	£50/hr	£60/hr
	<b>Enforcement Notice Withdrawal</b>		£250	£300	£300	£360

**Notes:**

The intention is to recover the cost of the service provided, based on an average rate of £60/hr (inc VAT) an hour where the above fees will cover the officer time to assess your proposal and provide a written response. The exceptions to this are the small scale and large scale major development where we aim to arrange a meeting with you within 10 working days of the request of your enquiry which will also include relevant consultees and specialist officers. Following on from the meeting, we then aim to provide written comments regarding your proposal within a further 10 working days, summarising the issues raised, recommendations and the general level of acceptability.

If significantly more officer time is required than the fee suggests or a site visit is required, an additional fee will be requested in advance. This will ensure that pre-application fees cover our costs and remain fair and reasonable.

**Exemption:**

Works to improve a disabled person's access to a public building or to improve his/her access, safety, health or comfort at his/her dwelling house do not require any fee.

Enquiries from Parish Councils attract a fee of half that quoted above.

**Building Regulations Consent:**

Some works may also require Building Regulations Consent, please contact the Council's Building Regulations team at [Building.Control@rotherham.gov.uk](mailto:Building.Control@rotherham.gov.uk) or ring 01709 823847 for more advice in this respect.

HERITAGE SERVICES - PROPOSED FEES & CHARGES 2018/19	2017/18	2018/19
<b>HERITAGE SERVICES - Clifton Park Museum, York and Lancaster Regimental Museum, Boston Castle, Archives and Local Studies</b>		
<b>Room Bookings</b>		
Hire of Museum (Special Conditions apply)	On application	On application
Gallery Hire during normal Museum public opening hours (Mon-Fri) per hour	£28.00	£30.00
Gallery Hire during normal Museum public opening hours (Mon-Fri) per hour over 6 hours	£24.00	£25.00
Ceremony Room for ceremonies to include photos in the room and maintenance		£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	£50.00	£55.00
Hire of Boston Castle (Special Conditions apply)	On application	On application
Boston Castle Earl's Room during normal opening hours	£25.00	£25.00
Boston Castle Earl's Room Saturday and Sunday and outside normal opening hours	£30.00	£30.00
Caretaking cost per hour	£15.00	£15.00
Use of Gallery/roof at Boston Castle for background wedding/ceremony photos	£50.00	£55.00
Note room hire/photography outside normal opening hours incur a caretaking charge on top of rates listed above - per hour		
<b>Cancellation of Room Bookings at Clifton Park Museum or Boston Castle:</b>		
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	£9.00
Flip Chart Stand (including pad) per session	£8.60	£9.00
Powerpoint Projector per hour	£0.00	£0.00
Powerpoint Projector full day 9 am - 5 pm	£8.00	£9.00
Laptop per hour	£0.00	£0.00
Laptop full day 9 am - 5 pm	£8.00	£9.00
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	minimum £15 per day	minimum £15 per day
<b>School/Learning Sessions/Workshops/Adult Sessions/Tours/Talks</b>		
<b>**Schools - non Vat if Rotherham LEA, Vatable for schools outside Rotherham LEA</b>		
**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	£4.25 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	£5.50 per child
**School based sessions inclusive of travel expenses	£4.50 per Child	£4.75 per child
Minimum charge for school session at Heritage Service venues for 27 pupils or less for full day	£150.00	£175.00
Minimum charge for school session at Heritage Service venues including the Kitchen Range for 27 pupils or less for half day sessions	£100.00	£145.00
Minimum for standard school sessions at Heritage Service Venues for Half day for 27 pupils or less	£108.00	£115.00
Minimum charge for SEN school session (max. 12 pupils)	n/a	£60.00
Minimum charge for school in School/Outreach venue for 27 pupils or less	£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
Adult Workshops/event tours/courses	Variable to at least cover costs + 12%	Variable at least to cover costs + 20%
Childrens activities (family fun days, craft activities, toddler sessions etc)		Variable at least to cover costs + 15%
Adult Reminiscence Sessions (max of 10 adults)	minimum charge of £50	Minimum charge of £55
Adult Care Home sessions (outreach venues)	minimum of £55	Minimum charge of £60
Hire of memory boxes for Care Homes (to be collected and returned by hirer)	£20 per for two weeks	£20 per for two weeks
General Museum and Gallery Tour (minimum of 10 adults)	minimum £4 per adult	Minimum charge of £4.20
Talk by staff (non-VAT) (up to 2 hours including preparation) at Heritage Service Venue		
Talk by staff (non-VAT) (up to 2 hours including preparation) at outreach Venue	Minimum of £50	Minimum of £55
	Minimum of £56	Minimum of £60
<b>Object Identification/Research Enquiries*:</b>		
In person up to 1 hour	Free	Free
Over 1 hour in person	Free	Free
Research enquiries by post, e-mail or fax per 1/2 hour	£7.65	£7.65
<b>A&amp;LS Enquiries and research service*</b>		
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,	£7.65	£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	£7.65	£7.65 per 15 minutes, minimum charge 30 minutes
<b>A&amp;LS Packing and postage charges (based on Royal Mail) *</b>		
<b>UK Standard</b>		
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
<b>International Standard - Europe</b>		
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
<b>International Standard - World zone 1</b>		
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
<b>International Standard - World zone 2</b>		
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
<b>A&amp;LS Photocopying per page* (add on staff time and postage costs for orders placed via distance enquiry service)</b>		
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
<b>A&amp;LS Printing per page* (add on staff time and postage costs for orders placed via distance enquiry service)</b>		
From microfilm/fiche A4 black and white print	£0.65	£0.65
From microfilm/fiche A3 black and white print	£0.80	£0.80
From RLN computers A4 black and white print	£0.10	£0.15
From RLN computers A4 colour print	£0.50	£0.60
From Viewfinder A4 black and white print	£0.65	£0.65
From Viewfinder A4 colour print	£2.10	£2.10
From Mapper A4 black and white print	£0.65	£0.65
<b>Digital image (A&amp;LS/Collections)* (add on staff time costs, plus CD-Rom and postage if applicable)</b>		
Supply of single digital image	£2.40	£2.50
Supply of multiple digital images		10+ - 20%; 100 - 30%
One CD-Rom	£1.50	£1.50
<b>A&amp;LS Photography by customer*</b>		
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	£11.00
Advanced permit, as above but with photographer bringing in own additional equipment	£25.00	£30.00
<b>A&amp;LS/Collections reproduction fee per image (not including cost of obtaining the image)*</b>		
<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	£12.75	£13.00
Unlimited use in one book, e-book, journal, CD-Rom, film, exhibition or display	£25.50	£26.00
Use on a website	£30.50	£31.00
Uses by a commercial or profit-making institution or person:		
Single use in one book, e-book, journal, CD-Rom, film, exhibition or display	£25.50	£26.00
Unlimited use in one book, e-book, journal, CD-Rom, film, exhibition or display	£51.00	£52.00
Use on a website (non-VAT)	£61.00	£62.00
<b>Commission:</b>		
Conservation Lab hire	n/a	Min of £50 per full day/£25 per half day
Hired Equipment	price on application	Price on application
Use of Hired Van	Price on application	Price on application
Commission on Sales (Art/Craft/Exhibits)	minimum 10% prof/amateur	minimum 10% prof/amateur
Use of Gallery in Museum for background photos	£50.00	£55.00
<b>Fees for Consultancy Work*:</b>		
Unskilled staff per day	min £65	Min £90
Skilled staff per day	min £200	Min £210
Professional staff per day	min £450	Min £450
Conservation - fee per hour	Price on application	£35 (£210 per day)
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

Storage Charge (for equipment, scenery, costumes, materials, etc.) per day per 10m <sup>2</sup>	Price on application	Price on application
Box fees for deposition of Archaeological Archives at Clifton Park Museum	Price on application	Price on application

## Proposed increased charges for the Property Addressing (Street Naming and Numbering) service

The Council has a statutory responsibility for street naming and property numbering. Historically this has been carried out without any charge to the applicant, who would typically be the homeowner (e.g. adding a house name or a self-build) or a builder/ developer.

However, many local authorities have now introduced a charge for this service and Rotherham also began charging in summer 2017. Legislation sets out that any charges should be reasonable and cover no more than the costs of providing the service.

### Proposed increased charges

The proposed charges shown in the table below would see a moderate increase in income generation for providing the street naming and numbering service. They are comparable with other local authorities who charge for this service.

The charges will remain reasonable and within the boundaries of recovering the actual cost to the Council of providing the service. Given the likely increase in new housing development following the anticipated adoption of the Rotherham Local Plan in 2018, it is recommended that these revised charges are put into place for the start of the 2018/19 financial year.

### Proposed 2018/19 charges for property addressing and street naming services

Service	Charge*			
<b>New street naming</b>	£75 per street			
<b>New properties on new street or new property addresses on an existing street</b>	Number of properties**			
	1	2 to 5	6 to 10	More than 10
	£60	£90	£120	£250 plus £5 per property
<b>Readdressing after notification (i.e. change subsequent to initial application)</b>	£60	£90	£120	£250 plus £5 per property
<b>Change to house name</b>	£50			
<b>Letter of confirmation of address</b>	£50			

\*These charges are not subject to VAT.

\*\*Number of properties to be determined by Rotherham MBC.

## Fees &amp; Charges from September 2018 - September 2019

	Professional companies	Businesses and Dance schools	Amateur or charitable organisations	
<b>Theatre Hire Current</b>			<b>Concessionary 30% reduction</b>	<b>Notes</b>
Where an organistaion is VAT registered these charges (Exc annexe) are exclusive of VAT and VAT will be added to charge				
<b>Performances</b>				
<b>Performance for professional company</b>	£1,100			
one day hire for one performance for 8 hours total (2 tech staff, 1 duty Manager and box office for performance)(Additional performances negotiable with Theatre Manager)				
Per hour daytime	£200			
<b>Local Businesses, Dance Schools, Amateur or Charitable Organisations</b>				
<b>Off Peak Weekday Performance Evenings</b>		£675	£472.50	plus 10%/6% ticket sales
<i>(6pm -10.30pm Mon-Fri (2 crew, 1 duty Manager, 1 box office)</i>				
<b>On Peak Weekend Performance Evenings</b>		£675	£472.50	plus 10%/6% ticket sales
Where % occupancy exceeds 70%				
<i>(6pm -10.30pm Sat - Sun (2 crew, 1 duty Manager, 1 box office)</i>				
<b>On Peak Weekend Performance Evenings</b>		£725	£507.50	plus 10%/6% ticket sales
Where % occupancy is less than 70%				
<i>(6pm -10.30pm Sat - Sun (2 crew, 1 duty Manager, 1 box office)</i>				
<b>Matinee Performances</b>		£600	£420	access 1.5 hrs prior to curtain up
<i>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.

<b>Pre Production</b>				
<b>Pre- production Technical Meetings</b>		FOC	FOC	
<i>To discuss all technical elements of production</i>				
<b>Saturday / Sunday Get In and Rehearsal</b>		£675	£472.50	8 hour get in/rehearsal day
<i>First eight hours or part thereof -</i>				
<b>Saturday/Sunday Get In and Rehearsal</b>		£75	£75	Hourly rate over 8 hours( 2 staff)
<i>Hour and part hour after the first eight hours - Price Per Hour</i>				
<b>Weekday Get In and Rehearsal</b>		£675	£472.50	8 hour get in/rehearsal day
<i>First eight hours or part thereof -</i>				
<b>Weekday Get In and Rehearsal</b>		£70	£70	
<i>Hour and part hour after the first eight hours - Price Per Hour</i>				
<b>Rehearsal Evenings</b>		£675	£472.50	
<i>When part of a longer hire - Maximum 5 hours</i>				
<b>Blank Night Retainer</b>		£675	£472.50	
<i>When theatre is unoperational due to hirer occupancy</i>				

All technical work for the performance must be scheduled within the hire time. Any additional time required for the purposes of the hirers performance will be recharged at the hourly rates applicable.

<b>Additional Staffing</b>				
<b>Follow Spot Operator / Additional Stage Hand</b>		£18	£18	Additional staff for get in/ follow spot/ crew
<i>Price per hour</i>				
<b>Additional Specialist Technician / Staff Member</b>		POA	POA	
<i>Sound Operator/ AV tech (Subject to availability) price per hour</i>				
<b>Theatre staff as Specialist Speakers</b>		POA	POA	
<i>Price per hour</i>				

<b>Additional Rooms</b>				
<b>The Lister Hall</b>	£21.45	£16.50	£16.50	Increased charge for Professional Companies - <b>2017/18 Charge £16.50</b>
<i>Subject to availability price per hour or part of</i>				
<b>The White Room</b>	£16.15	£12.40	£12.40	Increased charge for Professional Companies - <b>2017/18 Charge £12.40</b>
<i>Subject to availability price per hour or part of</i>				

	Professional companies	Businesses and Dance schools	Amateur or charitable organisations	
<b>Equipment/Extras</b> <i>subject to availability</i>				
<b>The Orchestra Pit</b>		£55	£55	Should be set up during hire time. If required prior to hire time additional labour charges will apply
<b>Projector Hire (Single Performance)</b> <i>Includes rigging and de-rigging</i>	£35	£35	£35	Must be rigged in the hire time. If required prior to hire time additional labour charges will apply
<b>Projector Hire (Week long run of performances)</b> <i>Includes rigging and de-rigging</i>	£96	£96	£96	Must be rigged in the hire time. If required prior to hire time additional labour charges will apply
<b>Yamaha Baby Grand Concert Piano</b> <i>Tuning at cost +20%</i>	£50	£50	£50	Tuning at cost + 20%
<b>Follow spot</b> <i>Operator costs see above</i>		£20/£45	£20/£45	Day/Week
<b>Mirror Ball</b>	£20	£20	£20	
<b>UV Lamps</b>	£20/£30	£20/£30	£20/£30	Day/Week. Subject to availability. If hired from external company - hire cost + 20%
<b>Strobe</b>	£25/35	£25/£35	£25/£35	Day/Week. Subject to availability. If hired from external company - hire cost + 20%
<b>Hire of Intelligent Lighting system</b> <i>x 4 intelligent lights per day/ per week (subject to availability)</i>	£125/£300	£125/£300	£125/£300	Day/Week. Programming time should be allowed within hire time.
<b>Drape Hire</b> <i>When not as part of standard black box set up.</i>	£20/£45	£20/£45	£20/£45	Day/Week. Cyclorama /gauze
<b>Repair of Drapes</b> <i>When repairable</i>	Cost + 25%	Cost + 25%	Cost + 25%	
<b>Replacement of Drapes</b> <i>When irreparable</i>	Cost + 25%	Cost + 25%	Cost + 25%	
<b>Star Cloth</b> <i>Per day/per week</i>	£25/£60	£25/£60	£25/£60	
<b>Smoke Machine</b> <i>Per day/per week</i>	£15/£40	£15/£40	£15/£40	
<b>Smoke Fluid per 0.5ml</b> <i>Consumption monitored</i>	£10	£10	£10	<i>fluid for smoke machine per 0.5l</i>
<b>Haze Machine</b> <i>Per day/per week</i>	£20/£50	£20/£50	£20/£50	Day/Week
<b>Haze Fluid per 0.5ml</b> <i>Consumption monitored</i>	£10	£10	£10	as above
<b>Radio Mic</b> <i>Per session /per mic</i>	£35	£35	£35	
<b>Pyrotechnic Detonation System</b> <i>Per day/per week</i>	£15/£40	£15/£40	£15/£40	Day/Week
<b>Gaffer Tape</b> <i>Per roll</i>	Cost + 25%	Cost + 25%	Cost + 25%	
<b>PAT test</b> <i>Per electrical item brought on site without current test</i>	£4.75	£4.75	£4.75	
<b>Other Hires - non performance</b>				
<b>Annexe Lister Hall</b> <i>Price per hour</i>	£21.45	£16.50	£16.50	Increased charge for Professional Companies - <b>2017/18 Charge £16.50</b>
<b>Annexe Lister Hall</b> <i>Per 4 hour Session</i>	£81.50	£62.70	£62.70	Increased charge for Professional Companies - <b>2017/18 Charge £62.70</b>
<b>Miscellaneous</b>				
<b>Ticket printing</b> <i>For non theatre events</i>	£0.25	£0.25	0.25	When selling for 3rd party
<b>External Advertising</b> <i>Local press/social media</i>	cost + 25%	cost + 25%	cost + 25%	



	Professional companies	Businesses and Dance schools	Amateur or charitable organisations	
<b>Commissions</b>				
<b>Ticket Sales</b>	N/A	10%	6%	Amateurs /charity at reduced rate
<i>Commission on all tickets sold.</i>				
<i>An average of 6 complimentary tickets per performance are exempt from commission</i>				
<b>Programme Sales</b>	15%	15%	15%	Dance School/Amateurs /charity selling own programmes exempt
<i>Companies to provide own floats</i>				
<b>Merchandise</b>	15%	15%	15%	
<i>Companies to provide own floats</i>				
	<i>plus staff charges</i>			
<b>Deposits / Cancellations</b>				
<b>Deposit for Hirers</b>	20%	20%	20%	
<i>Payable on confirmation of dates</i>				
<b>Cancellation Fee within 4 months</b>	50%	50%	50%	
<i>Of core charges</i>				
<b>Cancellation Fee within a month</b>	80%	80%	80%	
<i>Of core charges</i>				
<b>Cancellation Fee within a week</b>	100%	100%	100%	
<i>Of core charges</i>				

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

**ROTHERHAM METROPOLITAN BOROUGH COUNCIL**

## FINANCE AND CUSTOMER SERVICES

**Update briefing for Overview Scrutiny Member Board****Dated: 7 February 2018****Customer Access Strategy and Support for all Customers**

This briefing note is designed to give an overview of the previous, current and future situation regarding customer access and support of all customers. This paper summarises the proposed plans that will be developed to ensure all customers can access services regardless of their personal circumstances.

**Background**

- The Council has previously offered a limited number of digital services to customers.
- Customer Access Strategy 2011 – 2015
- No evidence of public involvement in developing customer access channels.
- The majority of services are not offered digitally
- Digital services not delivered in a holistic manner and it is not possible to access accurate digital completion rates and times across the Council.

**Current Situation**

- In 2017 a Customer Service and Efficiency Programme was established. The aim of the programme is to deliver a comprehensive set of work streams to enable value for money, process redesign, self-service and digital options.
- Monthly briefing with Councillors to inform and develop the programme.
- Services are currently writing business cases on which services can be made more efficient and delivered in a customer focused manner.
- Some technology platforms are being replaced because of old technology and the expiry of some IT contracts. These include the Your Account system.
- Promotion of the new Your Account Service has taken place to engage with the public and receive their feedback.
- Your Account roadshows and engagement sessions have taken place with local community groups, including vulnerable customers.

- Support is offered to customers through all libraries and neighbourhood hubs. Customer service staff will support customers to complete digital forms. Alternatively staff will complete these forms on behalf of the customers.
- Support is also available to all customers on the telephone, via the contact centre. Contact centre staff can complete forms on behalf of customers or support the customer to complete it themselves.
- The Council website is setup using the Accessibility Standards to support customers with disabilities.

## **Future**

Access to customer services will not use a digital by default approach and will instead use a digital first strategy. This means that the Council will adopt a preference for customers to access services through a self-serve digital channel, but this will never exclude customers who cannot or will not use this channel from receiving services.

Developing technologies to allow joined up and easy to use services including social media integration.

Develop digital champion ethos which will enable staff who visit customers in the community to use mobile technology to access services.

Benchmark customer service delivery through the consolidation of customer services.

The Council is developing a new Customer Access Strategy

- Strategy will be developed through discussions with Councillors, residents, local businesses and partner agencies.
- Finished strategy to be presented for approval in May 2018
- Help as many customers as possible to access services digitally.
- Discuss with partner agencies how we can support those who find digital access challenging. The Council will support these people/groups so they continue to have access to services they need.
- Customers to co-design and test new digital services before they 'go live'
- Continually develop digital services using feedback and complaints from all customers.
- On-going discussions with customers throughout the delivery of the strategy to shape the priorities and development of the programme.

Members have recently requested digital solutions to support a number of groups including Adoption Panels and Neighbourhood Working. Digital services will setup a working group to develop digital solutions to support these activities, including paperless meetings, document sharing and video conferencing.