

**ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS**

<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member for Culture and Tourism</b>
<b>2.</b>	<b>Date:</b>	<b>Tuesday, 25<sup>th</sup> March 2014</b>
<b>3.</b>	<b>Title:</b>	<b>Customer and Cultural Services Fees and Charges 2014-15</b>
<b>4.</b>	<b>Directorate:</b>	<b>Environment and Development Services</b>

**5. Summary**

The report outlines proposals arising from the annual review of fees and charges for services within Customer and Cultural Services.

**6. Recommendations**

**6.1: That the fees and charges set out in Appendix A are approved**

## 7. Proposals and Details

The annual review of fees and charges for Customer and Cultural Services has recently taken place. Where appropriate, proposed charges have been increased by at least the rate of inflation. Where charges have been increased by less than the inflation rate or remain the same, this is either because increasing a price would incur additional costs (i.e. use of photocopying machines) or because managers feel that a unit price increase would reduce overall income due to its impact on levels of business (i.e. hire of meeting rooms). It should be noted that several core services still remain essentially free of charge - public library service, archives and local studies and museum service. Where there is a charge there is often a concessionary rate.

### 7.1 New or change to charges

Appendix A includes details of charges from 2013 -14 and proposed charges for 2014-15. All changes are highlighted in red.

**Customer Services** - Blue Badge Charges have been increased to bring into line with other authority charges and reduction of the current level of subsidy (*last year the service processed 5630 Blue Badges across the 6 Customer & Library Service Centres and online*).

**Heritage Services** - School Sessions new minimum charge of £80 (excluding kitchen range activity) and £100 (including kitchen range activity ) The introduction of new fees and increased charges relating to schools and outreach sessions have been devised following specialist advice and guidance in order to make this area of work more sustainable in the future. Part of this work was to calculate actual costs for sessions incurred by the service and amendments were made following this.

Heritage activity sessions/Reminiscence /talks and tours - Extra costs over and above the minimum charge will be incurred to cover additional research, resource preparations and travelling cost for outreach work

Museum Marriage Ceremony Room charge of £30 is for allowing photographs to be taken inside the room and a maintenance charge. This cost is already included in the marriage fees (with the exception of the basic £45 marriage fee)

Gallery room hire charges have also been brought into line with other services within the Directorate (i.e. Green Spaces meeting room hire)

**Theatres** – the booking fee has been removed from all debit card transactions. The fee for credit card transactions has been increased to £1.00 which is in line with other authority transaction charges.

Civic Theatre night retainer – this is a new charge of £200 to cover loss of income by being unable to programme in a show due to costumes and set being stored for shows starting on the following night.

In most cases the proposed charges would take effect on 1<sup>st</sup> April 2014. However, as indicated in Appendix A, proposed changes to the charges for the Civic Theatre would take effect from 1<sup>st</sup> September 2014 and remain in place until 31<sup>st</sup> August 2015.

## **8. Finance**

The proposed increases are expected to generate the levels of income required to operate services within available budgets. The impact of the charges will be closely monitored to ensure that income targets are being reached and that prices are reviewed throughout the year as demand dictates.

## **9. Risks and Uncertainties**

Any cost increase can have an adverse impact on levels of business and this can make it difficult to meet income targets. Service Managers will continue to monitor usage and act on customer feedback where appropriate

## **10. Policy and Performance Agenda Implications**

Sustainability: The proposals outlined will make a contribution to the financial sustainability of the service.

Corporate priorities: The services provide meet the priorities of:

- Stimulating the local economy and helping local people into work
- We will focus on lifelong learning to improve the qualifications, skills and economic wellbeing of children, young people and their families
- Helping people to improve their health and well being and reducing inequalities within the Borough

## **11. Background Papers and Consultation**

The charges have been developed in consultation with Service Managers across Customer and Cultural Services.

Appendix A: Customer and Cultural Services Fees & Charges 2014-15

### **Contact Name:**

Tel: Elenore Fisher, Customer & Cultural Services Manager

E-mail: [Elenore.fisher@rotherham.gov.uk](mailto:Elenore.fisher@rotherham.gov.uk)

Tel: ext 23623