

Guildhall Gainsborough
Lincolnshire DN21 2NA
Tel: 01427 676676 Fax: 01427 675170

AGENDA

This meeting will be recorded and the video archive published on our website

Corporate Policy and Resources Committee
Thursday, 15th December, 2016 at 6.30 pm
Council Chamber - The Guildhall, Marshall's Yard, Gainsborough, DN21 2NA

Members: Councillor Jeff Summers (Chairman)
Councillor Mrs Anne Welburn (Vice-Chairman)
Councillor Owen Bierley
Councillor Matthew Boles
Councillor David Cotton
Councillor Michael Devine
Councillor Adam Duguid
Councillor Steve England
Councillor Ian Fleetwood
Councillor John McNeill
Councillor Tom Regis
Councillor Reg Shore

1. Apologies for Absence

2. Public Participation Period

Up to 15 minutes are allowed for public participation. Participants are restricted to 3 minutes each.

3. Minutes of Previous Meetings

To confirm as a correct record the Minutes of the previous meeting.

a) For Approval

Corporate Policy and Resources Committee meeting 10 November 2016 (PAGES 1 - 6)

b) For Noting

Joint Staff Consultative Committee meeting on 24 November 2016 (PAGES 7 - 12)

4. Declarations of Interest

Members may make declarations of Interest at this point or may make them at any point in the meeting.

5. Matters Arising Schedule

Setting out current position of previously agreed actions as at 7 December 2016

6. Public Reports for Approval:

a) Closer to the Customer (PAGES 13 - 20)

b) Building Control Trading Company (PAGES 21 - 28)

c) MTFP Assumptions 2017-22 (PAGES 29 - 34)

d) Fees and Charges 2017-18 (PAGES 35 - 104)

e) Local Council Tax Support Scheme (PAGES 105 - 112)

f) Hardship Rate Relief Scheme (PAGES 113 - 124)

g) Committee Work Plan (PAGES 125 - 126)

7. Exclusion of Public and Press

To resolve that under Section 100 (A)(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as

defined in paragraphs 1, 2 and 3 of Part 1 of Schedule 12A of the Act.

8. Exempt Reports

- a) National Non Domestic Rates, Housing Benefit Overpayments and Sundry Debtor Write Offs**

M Gill
Chief Executive
The Guildhall
Gainsborough

Wednesday, 7 December 2016

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Corporate Policy and Resources Committee - 10 November 2016
Subject to Call-in. Call-in will expire at 5pm on Tuesday 29 November 2016

WEST LINDSEY DISTRICT COUNCIL

MINUTES of the Meeting of the Corporate Policy and Resources Committee held in the Council Chamber - The Guildhall, Marshall's Yard, Gainsborough, DN21 2NA on 10 November 2016 commencing at 6.30 pm.

Present:

Councillor Jeff Summers (Chairman)
Councillor Mrs Anne Welburn (Vice-Chairman)
Councillor Owen Bierley
Councillor Matthew Boles
Councillor David Cotton
Councillor Michael Devine
Councillor Steve England
Councillor Ian Fleetwood
Councillor John McNeill
Councillor Tom Regis
Councillor Reg Shore

In Attendance:

Ian Knowles	Director of Resources and S151 Officer
Tracey Bircumshaw	Financial Services Manager
Mark Sturgess	Chief Operating Officer
Dinah Lilley	Governance and Civic Officer

Apologies: Councillor Adam Duguid

Membership: There were no substitutes appointed.

65 PUBLIC PARTICIPATION PERIOD

There was no public participation.

66 MINUTES OF PREVIOUS MEETING/S

RESOLVED: That the minutes of the Corporate Policy and Resources Committee meeting held on 27 October 2016 were approved as a correct record.

67 DECLARATIONS OF INTEREST

There were no declarations of interest at this point of the meeting, however Councillor Cotton questioned the implications for Members of the Planning Committee regarding Item 7. The Governance and Civic Officer advised that there had been similar reports recently that may ultimately become Planning Applications for determination, and that the advice was that Members of the

Planning Committee who had been part of the decision to approve the projects or financial implications at one of the Policy Committees, could declare an interest at the Planning Committee, and make a decision then as to whether they felt constrained by that interest. The Chief Operating Officer went on to point out that as with the project contained within Item 7, approval at the Policy Committee was merely 'in principle' and did not predetermine any specific details of subsequent Planning Applications.

68 MATTERS ARISING SCHEDULE

The Director of Resources referred to the one item contained within the schedule noting that the projects on which further information had been requested were contained within the Progress and Delivery Report at agenda item 6a.

RESOLVED that the Matters Arising Schedule as at 2 November 2016 be noted.

69 PROGRESS AND DELIVERY REPORT - PERIOD 2

The report was introduced by the Chief Operating Officer who noted that it reflected the performance of the council in the first six months of the 2016/17 municipal year (April – September).

The summary was structured to highlight those areas that were performing above expectations, those areas where there was a risk to either performance or delivery and those areas where further work was required for next year's report.

Progress on the Commercial Plan was to be included on the agenda for the December meeting.

Areas described as performing well included: Building Control; Development Management; Projects and Growth; and CCTV.

Those areas described as risks included: Local Land Charges; Enforcement; Markets; and Home Choices.

Further information was given on each of the above, and the Progress and Delivery Working Group was to meet again shortly to look again at the measures being used. Complaints, Comments and Compliments were being reconsidered to present a more sophisticated way of monitoring.

Members welcomed the report and the information set out within it. It was noted that income from grants was important and that Councillors added value to the process, it was suggested that when applications were submitted to the Lindsey Action Zone Ward Members be kept informed to aid delivery of services and provide support. Particular note was made of the improvements to Caistor under the Town Heritage Initiative.

It was questioned whether there were any statistics as to the nationality of rough sleepers, but then queried as to the relevance of this as no individuals should be sleeping rough. It was clarified that the question was raised as it was important to verify that individuals should

not be forced into homelessness on arrival in the UK.

Members also questioned if there were any recent updates available on broadband and mobile connectivity, and whether the appropriate legal advice had been initially provided. The Chief Operating Officer informed that meeting that a report was to be submitted to the Prosperous Communities Committee in December. It was requested that this include BDUK information.

Further discussion ensued on Planning, Building Control and Enforcement and the teams working together. Team Manager Andy Gray was commended for his enforcement work. It was important to control the expectations of the public and clarify what was reasonable and practical in terms of enforcement. Members felt it would be useful to see trend metrics and the Chief Operating Officer agreed that Direction of Travel indicators were useful. Major work was ongoing with enforcement and it was expected that improved policies would be in place by the end of January, however the Ombudsman was satisfied with processes undertaken to date. It was difficult to generalise time taken to resolve cases as each was different and some complicated issues could take up to three years. It was felt that metrics were important, even if issues were beyond the Council's control, as they helped to drive improvement.

RESOLVED: that having reviewed the performance information contained in the Progress and Delivery Report, the report be accepted.

70 BUDGET MONITORING Q2 AND MID YEAR TREASURY MANAGEMENT

The Director of Resources introduced the headlines of the mid-year report on the Budget Monitoring and Treasury Management. The overall position was good at £575k under budget. Three main contributors to this were; Employee underspends £179k; Planning Income £220k; and a lower Pension Contribution of £171k.

Some of the commercial income areas were underperforming and work was ongoing to improve that position. Paragraph 2 of the report showed the use of reserves approved under delegation during this quarter.

With regard to Treasury Management, no control limits had been breached during the year and the average return so far was 1.2%.

The Financial Services Manager then further outlined for Members that it was highlighted that the request to Carry Forward capital budgets based on the current profile of expenditure enabled the Council to then work on the 2017/18 capital programme and treasury management implications for Medium Term Financial Planning.

There was also a proposal in the paper to recommend to Governance and Audit for scrutiny prior to approval by Council, that the Borrowing Strategy be amended to reflect a situation whereby the authority needed to invest in its own assets, and borrowing was required to fund it. All borrowing would be affordable and sustainable in term of long term financial planning.

Members indicated that Recommendation d) was inappropriate at this point as it was to

approve Capital expenditure for a project in a report at Item 7 which had not yet been considered. It was therefore proposed that the remainder of the recommendations be agreed, and that d) be considered at the appropriate point of the meeting.

RESOLVED: that

- a) the forecast out-turn position as at 30 September 2016 be accepted;
- b) the draft MTFP position for 2017/18 to 2021/22 be accepted;
- c) the use of Earmarked Reserves approved by the Director of Resources using Delegated powers be accepted;

- e) the amendments to the Capital and Revenue budget, including creating budgets for projects funded by grants and not included in the original Capital Programme be approved;
- f) the Capital budget carry forwards of £5,640k be approved;
- g) the Commercial Income position be accepted; and
- h) the Treasury Management Report and Treasury position to 30 September 2016 be accepted.

71 COMMITTEE WORK PLAN

RESOLVED that the Work Plan be noted.

72 EXCLUSION OF PUBLIC AND PRESS

RESOLVED that under Section 100 (A)(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Act.

73 DEVELOPMENT LOAN

The Director of Resources introduced the report stating that in discussions with the developer estates, the Strategic Lead for Economic Development was seeking options to secure development on the Northern Sustainable Urban Extension.

One option that was explored was to offer a loan from the Council to the developer to fund the development of outline planning permission.

Discussions had been taken to the stage of Head of Terms and were presented for approval within the report.

The loan would provide an income of approximately £15k and should the Council borrow externally there would be a net income of approximately £8k. The loan would be secured by a charge on the land under development and would be repayable on the occasion of the first land sale or seven years whichever was the sooner.

Permission was sought to borrow these funds to ensure the Council had sufficient borrowing

limit for future use, however at this time it was anticipated that the funding of this amount would be by using the Council's resources which would increase the net return by £4k.

This loan generated a small return for the Authority but importantly it assisted a local land owner to move forward with potential housing development in support of the Local Plan.

It was recommended to delegate final agreement of the Loan arrangement and documentation to the Director of Resources following consultation with the Chair of Corporate Policy and Resources Committee.

Concerns were expressed that approval of the proposal could set a precedent for other developers to request the same assistance, or that there could be a perception of preferential treatment. The Director of Resources indicated that there was no issue of preferential treatment as the market rate of interest was being charged and any other similar requests would be treated on a case by case basis. The project was to generate income and facilitate development of the land. The list of due diligence undertaken was attached to the report.

Other concerns were raised regarding the conflict with the Planning Committee and it was felt that approval of the loan asserted a pressure to approve the application, and that it was felt that more detail on the eventual application should be available prior to the loan being approved, particularly at the key site that was a gateway to the town. It was proposed that the report be deferred to allow for further detail be submitted to the committee prior to approval. This was not seconded.

The Director of Resources informed Members that it was hoped to tie in the decision with the adoption of the Local Plan, and approval in principle at this point would enable negotiations to continue. Assurance was given that details were still being worked on and it was necessary to keep the loan and Planning Application as two separate issues.

It was then proposed that Recommendation 2 be amended to request that the loan be approved in principle and the final agreement of the proposal be approved by the Committee in due course. This was seconded, voted upon and it was:

RESOLVED: that Recommendation 2 be amended to read that the loan be approved in principle and the final agreement of the proposal be approved by the Committee in due course.

The substantive motions were then seconded and voted upon and it was:

RESOLVED: that

- a) a capital budget of £400k be approved for the purpose of a loan advance, to be funded from prudential borrowing;
- b) the release of funds for this purpose be agreed in principle and the final agreement of the proposal be approved by the Committee in due course.

70 d) BUDGET AND TREASURY MANAGEMENT MONITORING

It was then proposed and seconded that the recommendation of the Budget and Treasury Management Monitoring report to approve to incur Capital expenditure be agreed.

RESOLVED that the Capital Expenditure be approved.

The meeting concluded at 7.57 pm.

Chairman

WEST LINDSEY DISTRICT COUNCIL

MINUTES of a Meeting of the Joint Staff Consultative Committee held in the Council Chamber at the Guildhall, Gainsborough on Thursday 8 September commencing at 4.00pm.

Present: Councillor Matthew Boles
Councillor Jessie Milne

Representatives of Union members: Paul Key
Karen Lond (Vice-Chairman) (In the Chair)

Representatives of Non union staff: Kate Hearn
Rachel Parkin

In attendance:
Ian Knowles Director of Resources
Emma Redwood Team Manager – People and Organisational Development
Katie Coughlan Governance and Civic Officer

Apologies: Councillor David Cotton (Chairman)

33 MINUTES (JSCC.23 16/17)

(a) Meeting held on 8 September 2016

RESOLVED that the Minutes of the meeting of the Joint Staff Consultative Committee held on 8 September 2016 be confirmed and signed as a correct record.

34 MEMBERS' DECLARATIONS OF INTEREST

There were no declarations of interest made.

35 MATTERS ARISING SCHEDULE (JSCC.24 16/17)

Members gave consideration to the Matters Arising Schedule which set out the current position of all previously agreed actions as at 16 November 2016.

It was noted that all actions had been completed.

RESOLVED that progress on the matters arising schedule as set out in report JSCC.24 16/17 be received and noted.

36 ABSENCE MONITORING REPORT – 6 MONTH POSITION

The Committee gave consideration to a report which presented an update on levels of sickness absence for West Lindsey District Council employees for the current year, 16/17, to date so far (up to October 2016).

The report also provided comparative figures from previous years and comparative benchmarking data.

In presenting the report the Team Manager – People and Organisational Development, highlighted each of the charts contained within the report to the Committee and gave a brief resume of the trends emanating.

The cumulative total of lost days per FTE, for 2016/17 currently stood at 5.68, compared to 3.52 days in 15/16 and 4.34 days in 14/15 at the same point in the year. Total sickness absence had risen sharply during July and October when compared to previous years, however when reviewing the data in charts 2.3 and 3.1, it was clearly demonstrable that this was primarily as a result of a number of long term absence cases. Short term absence figures had remained at a fairly even level when compared to the same point in time, in recent years, only currently accounting for a total of 2.17 FTE. However long term absence was currently quite high and it was acknowledged by all that in a small organisation, just a few incidents of long term sickness, could have a considerable impact on the figures.

It was with some sadness that the Team Manager – People and Organisational Development, advised that unfortunately a number of these long term absences, were now considered life changing absences, in so much as the individuals concerned would never be able to return to work. Having worked at length with occupational health, the situation for these individuals was so complex that it would result in an ill health retirement. Whilst the statistics would recover, the Committee were extremely mindful that behind the statistics, there were individuals, and families affected. It was acknowledged that ending service in this manner was very difficult for all concerned.

Members questioned what support was offered to those employees who often had to cover sickness absence, particularly that which was longer term. In response Officers advised it did pose difficulties as often there was no budget to back-fill posts (as employees were initially paid whilst absent). Furthermore it was often difficult to predict how long an absence would continue for. For this reason interims were not always considered appropriate. There were also training and development needs which needed to be taken into consideration, often creating further capacity issues in teams initially. It was also confirmed that no key officer insurance was in existence across the Council, an option sometimes used by other organisations.

Despite the spike in figures, the Committee were supportive and understanding of the position.

All were in agreement that last year was a fantastic year end position with the best attendance record achieved since data had been collected (2009). Furthermore the organisation had out performed those it benchmarked against last year achieving only 6.07 days lost per FTE. The Committee were therefore confident that this was not a trend, simply a moment in time, resulting from some very difficult and complex health conditions.

The Committee felt it important that those employees who retired due to ill-health were given the same thank you and “send off” as those who retired in good health. The Team Manager – People and Organisational Development, gave assurance that this was the case, but undertook to ensure that this was included in the written procedures.

RESOLVED that the levels of sickness absence for the year to date, April 2016 – October 2016 be noted.

37 STAFF ENGAGEMENT GROUP – VERBAL UPDATE/PROGRESS

Rachel Parkin, Staff Representative and Member of the Staff Engagement Group, provided a verbal update to the Committee on the work of the Staff Engagement Group.

The Group had last met on 29 September 2016, and had commenced work on the area of “Feeling Valued and Recognised” by firstly identifying all of the offers, schemes and incentives currently in place. A number of these were shared as examples. The Group had been asked to take the comprehensive list away and share this with their teams, to see if they agreed and whether there were further things they considered could be put in place. With this feedback the Group would again be asked to devise mini-projects for implementation with a view to creating an action plan.

At this meeting there had been discussion regarding the introduction of salary sacrifice schemes, however following recent announcements from the HRMC, it was unlikely that such schemes would now be introduced.

The Group had further acknowledged, that whilst there was a whole raft of incentives currently in place to reward and recognise staff, including such things as 1-2-1s, Appraisals and Training and Development opportunities, the success of these could vary from team to team and there was a need to apply a consistent approach, and a set of consistent standards across all teams, to assist with improvements being seen.

The Group had previously been working on the theme of communication, devising a number of mini-projects. A number of these had now been implemented and appeared to have been received positively. These mini projects had formed an action plan and the Group would keep this under review. It was considered a number of “quick-wins” had been achieved and Group were working in a positive manner.

It was noted that further updates would be submitted to the Committee as the Group's work progressed.

RESOLVED that the verbal update be noted.

38 FLEXIBLE WORKING POLICY – POLICY REVIEW (JSCC.26 16/17)

The Committee were asked to give consideration to a report which reviewed the current Flexible Working Policy and recommended a number of changes arising from updated legislation to be adopted subsequently by the Corporate Policy and Resources Committee.

In presenting the report it was noted that all of the proposed changes had been listed out in Appendix A to the report for clarity and ease. The Policy did not amend any terms and conditions of employees, nor had the main thrust of the Policy changed. It was further noted that this Policy did not cover flexi-time; as such matters were covered by a separate policy.

The Policy had been developed by the HR and OD Officer. The Policy had also been sent to Unison and Staff Reps for comment.

The Policy would be made available on Minerva and hard copies at the Depot. Clear communication would be sent to all Managers to make them aware that the Policy had been reviewed and to update them on their responsibilities. Training and support would also be offered by the HR Team on the implementation and application of this policy.

In responding to questions it was confirmed that the Policy was regularly and well used by employees for all sorts of different situations.

Officers confirmed that there were currently few job share arrangements in operation across the Council. Job Sharing could present difficulties and some examples of these were shared with the Committee, however it was an option available to employees, if deemed job and service area appropriate.

RESOLVED that it be **RECOMMENDED** to the Corporate Policy and Resources Committee that: -

- (a) The Flexible Working Policy be approved for formal adoption; and
- (b) delegated authority be granted to the Director of Resources to make minor house-keeping amendments to the Policy in the future, in consultation with the Chairmen of the Corporate Policy and Resources Committee and Joint Staff Consultative Committee.

39 WORK PLAN (JSCC. 27 16/17)

Members gave consideration to their future work plan as set out in report JSCC.27 16/17. It was noted that if any Committee Member wished to see a report on a particular issue, this could also be raised.

Officers advised that there were further policies to come forward and undertook to populate the Work Plan further following the meeting.

In responding to an enquiry from a UNISON representative, the Team Manager – People and Organisational Development, confirmed that any queries regarding the interpretation of the Managing Attendance Policy, or any policy, should be sent formally to the Human Resources Team in the first instance.

RESOLVED that the Work Plan, as set out in report JSCC.27 16/17 be received and noted.

40 TO NOTE THE DATE OF THE NEXT MEETING

- 19 January 2017 at 4.00 pm.

The meeting closed at 4.42 pm.

Chairman

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15 December 2015

**Corporate Policy & Resources
Committee**

Subject: Closer to the Customer – the Case for Change.

Report by:	Ian Knowles – Director of Resources
Contact Officer:	Michelle Carrington Strategic Lead – Customer First Tel 01427 675134 Michelle.carrington@west-lindsey.gov.uk
Purpose/Summary:	To advise on the outcome of the consultation process to build the vision and case for change on the Closer to the Customer Programme.

RECOMMENDATION(S):

1. That the outcome of the consultation; and Case for Change is noted.
2. That the Committee agree that Closer to the Customer can continue to the Programme Initiation and Design stage.

IMPLICATIONS

Legal: None

Financial: Delivery of the Closer to the Customer programme will have financial investment requirements for technology and change management. As yet these have not been defined explicitly.

Staffing: None

Equality and Diversity including Human Rights: E&D Risk assessments will be undertaken for key deliverables and decisions within the programme.

Risk Assessment: None

Climate Related Risks and Opportunities: To be defined in later stages of the programme.

Title and Location of any Background Papers used in the preparation of this report:

Consultation information with Strategic Lead – Customer First

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

x

Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

x

1. Background

Under the remit of Customer First, the Council has embarked on a consultation process to establish the 'Case for Change in the Council'; with the overall purpose of defining the remit and scope of the Closer to the Customer programme.

The purpose of the Closer to the Customer programme is to redesign the way the Council operates to ensure we 'put the customer at the heart of everything we do'. It will challenge our approach to delivering services; as well as looking at how we can use digital and advanced business technology and new ways of working to improve the way we operate; and to ensure we are delivering an excellent customer experience in our service delivery.

2. Process and Approach

The Council decided to undertake a consultation process to gain an understanding of the problems experienced by our Customers and other Stakeholders in terms of our service delivery approach; and to capture opportunities and suggestions on how our Customers, Officers and Members may want to access, interact, engage and operate in the future.

The first stage of consultation has been completed with our 'internal stakeholders'. This has included formal workshop events with CLT & Strategic Leads, Team Managers, Employees and Councillors.

This paper provides an insight into the findings of this consultation and the status of the Case for Change so far.

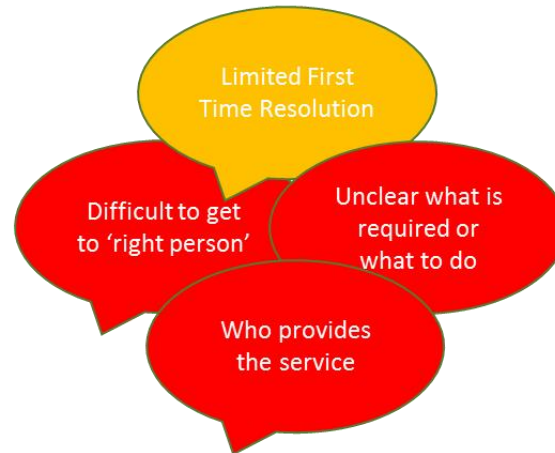
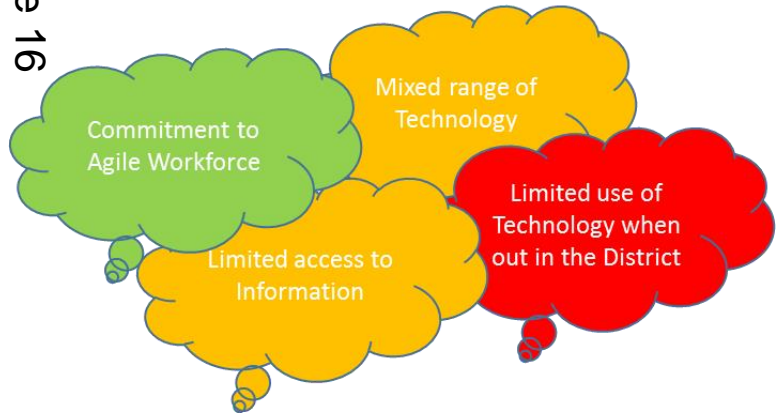
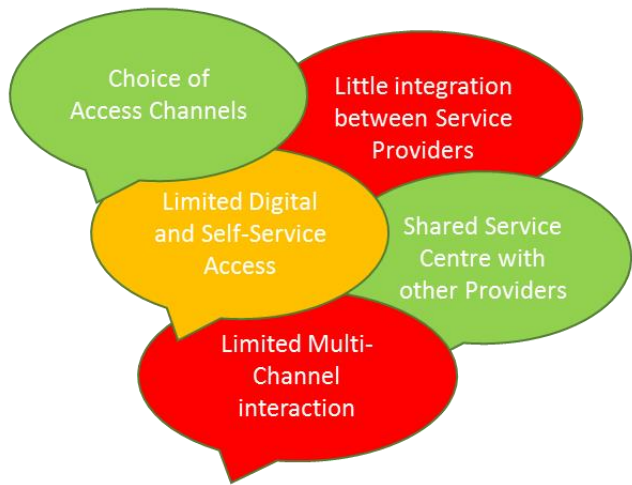
Further consultation will be undertaken with Customers, Officers and Members during the 'Design' stage to provide a more comprehensive layer of information on their views on how customers will access our services in the future, the processes we follow, the technology used; and the way in which our employees will behave and operate.

The workshops identified both positive and negatives aspects of the service delivery which helps to define the Council's 'Case for Change' and the problems and issues that would need to be overcome through the Closer to the Customer programme. The consultees then went on to identify good practises of customer centric organisations; and key changes that the Council could make to enhance and increase our customer service; and the improve experience of the Customer.

This information was distilled into some key guiding principles, outcomes and expectations which will inform the Design stage of the Closer to the Customer programme.

The remainder of this document provides a diagrammatic summary of those. Section 1 highlights some of the problems and issues found; Section 2 details the top level guiding principles and Section 3 identifies the key outcomes expected from the programme.

Section 1: Highlights of Current Situation and Issues Experienced



Section 2: Principles of Closer to the Customer

The consultation identified six key themes under which the principles of the Closer to the Customer outcomes could be grouped.



Section 3: The Vision of Closer to the Customer

The following identifies the vision, outcomes and expectations of any redesigned service delivery model delivered through the Closer to the Customer programme. This information will be supplemented by working with our Customers and Stakeholders to develop the concept.

Access

- A range of access channels are available that allow choice; flexibility, convenience and up-to 24/7 hour access to services and information for our Customers; and Customers can utilise multiple channels easily and simply without loss of experience.
- Customers are able to either self-serve or receive assistance in obtaining services and information, depending on their personal circumstances, preferences and needs at that time.
- Customers are provided with the right type of support and guidance to fully understand what **they** need to do to receive the information, decision or service they require.
- Customers are able to access a rich source of data on themselves, their household, their services and their accounts easily.

Service Delivery

- Services are pro-active, responsive, adaptive and are empathetic to Customer's needs.
- There is recognition of distinct customer groups; and services are tailored around their varying needs, preferences and behaviours.
- There is integration and promotion of a range of services (both regulatory and chargeable) around the needs of the Customer.
- The Customer's journey and experience is a key part of the service delivery model; and processes are designed to be simple and easy; and focussed around of the Customer; not the Council.
- The focus of any interaction with Customers is on outcomes not response.
- Standardisation and automation of processes and responses is adopted where possible for basic, simple or repetitive services.
- Services balance standardisation of processes and responses; against more bespoke solutions when the need arises.
- Delivery may be integrated with and/or devolved to other voluntary, public or private sector bodies to better address the needs of the Customer as a whole.

Service Providers

- The Frontline is capable, skilled and empowered to handle and resolve Customer enquiries and transactional service requests, preferably at first point of contact; and have a rich source of data available which supports that outcome.
- Service Providers are better supported by improved information and procedures; that result in them having focus and clarity on outcomes and being better able progress the Customer's request to their satisfaction.
- Senior, experienced professionals are released to focus on complex areas that need high levels of specialist skills.
- Advanced, enabling technology is used to facilitate more efficient working; better enquiry and case management and enhanced effective service delivery.
- Improved ways of working facilitates a better work / life balance; job satisfaction and offers choice of working styles, thereby encouraging high performing employees.

Information

- Collation of comprehensive information on individual Customers, detailing the interactions, services, needs and preferences; supports a better customer experience and more satisfying and high quality interactions.
- Customer analytics data facilitates improvements when opportunities and problems experienced by our Customers emerge; and allows a more pro-active response to changing trends and behaviours in service-take-up.
- Rich intelligence data is available to provide the Council with insight on how to adapt and improve services in the medium to long term.

Communities

- Communities, Community Groups and Parish Councils are facilitated to solve local issues, with support and guidance from the Council.
- Members are enabled to take a community leadership role; and to focus on community development rather than service failure.

Reputation

- The Councils approach and response to service delivery, (along with its contribution to the quality of life; and its commitment to the growth and development of the District) engenders an excellent reputation.
- Customers see the Council as the provider of choice for other value added chargeable services; around its regulatory service delivery.

Section 4: Key Outcomes of Closer to the Customer

We know we have delivered our vision when we at least have these things:



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15th December 2016

**Corporate Policy and
Resources Committee**

**Establishing a Subsidiary Trading Company for operating West Lindsey
District Council Building Control Commercial Services**

Report by:

Director of Resources

Contact Officer:

Michelle Carrington

Strategic Lead - Customer First

Email: michelle.carrington@west-lindsey.gov.uk

Purpose / Summary:

The purpose of this report is to request establishment of a trading company to support the Council's commercial activities within Building Control.

RECOMMENDATION(S):

- (1) That Corporate Policy and Resources Committee recommends to Council approval of a subsidiary company of the Group Holding Company which will be a trading company (the trading arm) for Building Control services to facilitate the return of profits to the Council which can be used to ensure the sustainable delivery of front line services.**
- (2) That Corporate Policy and Resources Committee recommends that Council delegates authority to the Committee for approval of annual business plan and accounts as a subsidiary of the Group Holding Company.**

- (3) That Corporate Policy and Resources Committee recommends to Council that it approves the Shareholder Agreement for the Building Control Company.**
- (4) That Corporate Policy and Resources Committee accepts the Articles of Association for the new company as previously approved for the Group Holding Company and its subsidiaries.**
- (5) That Corporate Policy and Resources Committee recommends to Council the nomination of the Chief Executive as Company Director for the new company.**
- (6) Corporate Policy and Resources Committee recommends to Council the nomination of the S151 Officer, (the Director of Resources) as the Council's Shareholder representative.**
- (7) The members delegate authority to the Council's Section 151 Officer and the appointed Director of the new company to agree the format and content of a Resourcing Agreement for the supply of services by the Council.**

IMPLICATIONS

Legal:

The Council has the legal power to establish and operate trading companies. These can be wholly owned by West Lindsey District Council in order to enable the Council to take advantage of the powers to trade for profit introduced under the Local Government Act 2003, where opportunities to do so arise and it is appropriate to use the company as a vehicle for the trading activity proposed.

In addition, under the "general power of competence" introduced by Section 1 of the Localism Act 2011 local authorities now have a general power that enables them to do anything that a private individual is entitled to do, subject to certain Statutory limitations.

It should be noted that things done for a commercial purpose even under the Localism Act 2011 must be done through a company.

Financial: FIN/110/17

A business case has been produced (and will be produced) for the proposed Building Control Trading Company which will form part of the trading arm. These forecast the potential cost and revenue implications for the Council of developing and operating each specific commercial activity.

The establishment of this trading arm will allow cross boundary trading and there is an immediate opportunity for the service.

The costs of specialist advice (legal, taxation) and company incorporation will be met from existing Invest to Earn funds and are expected to be up-to £2k. Any working capital requirements and/or cash flow subsidies will be provided to each company by the Council on commercial terms.

This company will operate as a separate legal and commercial entity and distributable profits will be returned to the Council by way of dividend payments. The Council may also benefit from ownership of these companies by way of payments under a Resourcing Agreement and via interest charges on loans.

Staffing:

The trading arm will represent the commercialisation of existing Council activities and it is anticipated that existing staff will be used to deliver the service.

Equality and Diversity including Human Rights:

There are no equality and diversity issues arising directly from this report

Risk Assessment:

The development of a trading arm represents a significant step forward for WLDC as it develops a range of commercial activities. Although this course of action presents opportunities, there are a number of potential risks.

In summary, the key risks are:

Failure to comply with legislation or trade *ultra vires* – the Council has engaged commercial support on an interim basis and is also commissioning legal advice (from specialists Bevan Brittan LLP) to guide it through the process of establishing a trading arm.

Possibility of State Aid challenge – Council support for any trading entities will be provided under a Resourcing Agreement and a set of Service Level Agreements that will ensure that market rates are used to set the relevant fees and payments.

Failure to comply with prevailing taxation laws/regulations – specialist advice has been commissioned from KPMG to provide guidance in relation to meeting the requirements in respect of both Corporation Tax and VAT.

Failure to trade successfully – each ‘business’ will be/has been developed using a market driven business plan which identifies and evaluates the market opportunity alongside the commercial and competitive landscape. In addition, the business plans identify relevant performance targets and the indicators for success/failure. Each reports monthly in this respect, as well as holding their own monthly Board meetings to review activity and performance.

Conflict of interest with Council priorities and resources – each business case evaluates the resourcing requirements needed to trade in the context of the Council’s statutory duties. Where a conflict occurs, the business plan will need to support any additional resources that are needed.

Climate Related Risks and Opportunities:

There are no direct climate related risks arising from this report

Title and Location of any Background Papers used in the preparation of this report:

Building Control Commercial Services Business Case.

Call in and Urgency:**Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?**

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

Key Decision:

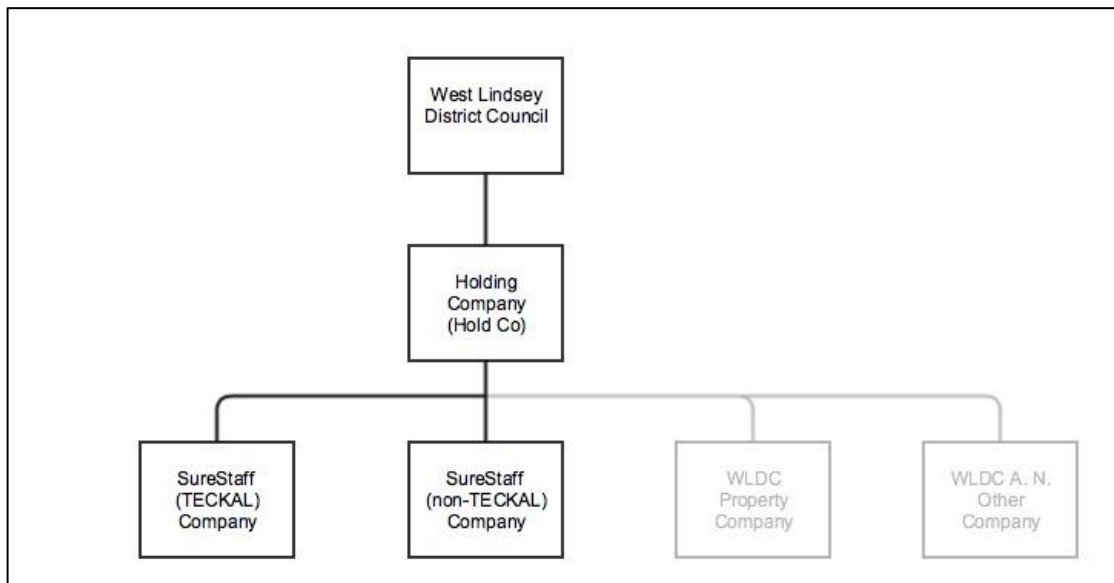
A matter which affects two or more wards, or has significant financial implications

Yes

No

1 Background

- 1.1 West Lindsey District Council is developing a portfolio of commercial propositions based on both existing and new activities. Currently these activities are generating a modest level of income, but there is an ambition to build a number into significant revenue generating operations.
- 1.2 In order to maximise opportunity and revenue options; the Council has already established a trading vehicle (WLDC Trading Ltd) to act as the group holding company across a range of commercial propositions.
- 1.3 As part of that group structure, approval was given to establish a series of Companies Limited by Shares, for operations which have commercial opportunities.
- 1.4 The first of these to be set-up was Surestaff; and the diagram below details the proposed structure of the group holding company, beyond this point.



- 1.5 A group structure of this type offers WLDC a number of advantages:
- Assets – usually property and intellectual property - can be ring-fenced to protect against claim if the trading company is subject to litigation.
 - The operation of separate companies for different areas of the business of the company can be helpful if one part of a business is regulated or has a higher risk profile.
 - To allow the operation of employee share schemes which are limited to the business in which the particular employees work.
 - If there is potential to sell the business avoiding some of the legal issues that can arise with a sale of assets.
 - A group company structure can be tax efficient.

2 New Subsidiary Company

- 2.1 The Council is now looking to establish the second Company within the structure.
- 2.2 The Building Control Service has a number of commercial opportunities available to it; through associated surveying services and additional new energy services. The Council produced and approved a business case for Building Control commercial operations through the Commercial Board. Since that time the Unit has been undertaking relevant training in the energy related services; and is now ready to commence service delivery.
- 2.3 As well as already undertaking a small number of commercial services for developers with the district, the Council has been offered a contract of work for Building Control Commercial services outside of the District as part of a big development.
- 2.4 The Building Control Service is able to operate within the district of West Lindsey but to take full advantage of income generation from new services; and to operate outside of the Boundary, the Council will need to trade through a Subsidiary Trading Company.
- 2.4 As such, the Council is seeking to establish the second subsidiary trading company under the Group holding company; to take up this opportunity; and further opportunities that will emerge.
- 2.5 The costs of specialist advice (legal, taxation) and company incorporation is expected to be up-to £2000; and will be met from existing Invest to Earn funds. Any working capital requirements and/or cash flow subsidies will be provided to each company by the Council on commercial terms.

3 Governance

- 3.1 The Council is the sole (100%) member of the group holding company. This company will in turn be the sole member of the subsidiary, thereby creating a "flat" subsidiary structure underneath the holding company.

The Council will be named as the sole member of the subsidiary, but will exercise its rights (as owner or contract counterparty) through one or more authorised representatives.

- 3.2 The group holding company is established with approved Articles of Association and Shareholder agreement. It is proposed that this subsidiary will be created through a 'Deed of Adherence'. In essence, this means that any subsidiary companies will be bound by the approved Articles and Shareholder agreement. This does not preclude the Council from establishing other companies or Special Purpose Vehicles outside this structure.
- 3.3 As the sole owner of the Group Holding Company and its subsidiaries, the Council will have ultimately govern the operations of the companies.

The Shareholders Agreement is a legally binding document that sets out the Council's expectations of its companies. The Council must approve the annual business plan and accounts for the Group Holding Company and its subsidiaries. The Shareholder Agreement also details a list of *Reserved Matters*, issues that must revert to the Council, as sole Shareholder, for decision-making.

The Articles of Association set out the purpose and operational requirements of the Group Holding Company and its individual subsidiaries. These govern the way that the individual companies must operate.

- 3.4 Apart from the reserved matters, decisions which the Council (as member) is required to approve under the Companies Act 2006, and any matters which the Council directs a company's board to undertake (or not undertake), the day to day running of each subsidiary will be left to the company directors.

4 Council Appointments

- 4.1 The Council will appoint one or more directors to the subsidiary Board and, depending on the composition, may appoint a majority of directors. Legal advice recommends that the Council's nominated directors should be officers rather than elected members to avoid potential conflicts of interest and given that it is the Council (i.e. all elected members) which is the shareholder and owner.
- 4.2 It is recommended that both the Chief Executive and the Operations and Trading Services Manager are initially appointed as Company Directors for the new subsidiary, with the intention of transferring sole directorship to the Operations and Trading Manager in the future.
- 4.3 It is recommended that the Council's Section 151 officer, the Director of Resources be nominated as the Council's shareholder representative.

5 Tax Implications

- 5.1 It is proposed that any profits generated by the subsidiary company will be returned to the Council through a dividend payment and will only be distributed in accordance with approved business plans and with Council approval.
- 5.2 It may be necessary to obtain more detailed advice about tax implications for each specific subsidiary. This advice will be commissioned as and when required.

6 Conclusions

- 6.1 The creation of a subsidiary trading company, configured as described above, offers the Council the opportunity to develop a range of Building related commercial activities; and to work both within and beyond the district Boundary, thereby optimising its financial position in order to help fund front line services.
- 6.2 It is proposed that members (through appropriate committees) approve the establishment of a subsidiary Trading Company for Building related commercial services.

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15 December 2016

**Corporate Policy and
Resources Committee**

**Subject: A report to agree the underlying assumptions for the
development of the Medium Term Financial Plan 2017 - 2022**

Report by:

Director of Resources

Contact Officer:

Ian Knowles
Director of Resources
01427 675183
ian.knowles@west-lindsey.gov.uk

Purpose / Summary:

To ask members to agree the underlying assumptions to be used in developing the MTFP for 2017-2022

RECOMMENDATION(S):

Members are asked to agree:

1 – The assumptions listed in paragraph 7 as the basis for developing the MTFP for 2017-2022.

IMPLICATIONS

Legal:

This paper does not have any direct legal implications

Financial : FIN/103/17

Whilst this paper does not have any direct financial implications it will form the basis for the development of a balanced budget for 2017/18 and a sustainable Medium Term Financial Plan for 2017 - 2022

Staffing :

This paper does not have any direct implications for staffing.

Equality and Diversity including Human Rights :

There are no equality and diversity issues within this paper.

Risk Assessment :

This paper contains decisions that will have a direct impact on the fees and charges of the organisation. This has implications for the organisation's ability to balance its budget over the next five years.

Climate Related Risks and Opportunities :

This paper does not have any direct implications for climate related risks.

Title and Location of any Background Papers used in the preparation of this report:

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

X

Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

1 Introduction

- 1.1 Members are required to set a balanced budget for the financial year of 2017/18. To ensure this single year is agreed within a sustainable context it is important that members are able to make decisions about the financial position for 2017/18 within a longer term context.
- 1.2 To facilitate the longer term context members' will be asked to consider a five year medium term financial plan (MTFP) for which the budget for 2017/18 will form the first year and establish the base for the further years within the plan.
- 1.3 This report will set out a range of assumptions on which members will be asked to agree, to establish the basis for the MTFP to be reported in February 2017.

2 What has already been achieved?

- Council Tax Freeze – 4 out of 6 years
- Impact of Council Tax Income foregone - £400k
- Council Tax – dwellings increase of 4.4% since 2013/14
- NNDR Pooling Benefit - £236k over past 2 years
- New Homes Bonus £8.0m (set aside for investment)
- Service savings of £3.9m – 28% reduction since 2012/13

3 Government Policy Pressures include;

- Settlement Funding Reduction - £2.5m – 38%
- Impact of Localisation of Council Tax Support Scheme - £194k

4 The MTFP 2016-2021

- 4.1 On 3rd March 2016 Members agreed a medium term financial plan for the five year period 2016–2021 which made a number of assumptions. The underlying assumptions at that time were as follows:

- Pay award 1%
- RSG to reduce to £0 by 2019/20
- NNDR 0% increase/growth
- NHB scheme ceases 2015/16
- Utilities inflation 4%
- Contractual Inflation applied
- Fees and charges increases above inflation where full cost recovery is not being achieved.

5 National and Local Context

- 5.1 Indications from the new Government are that commitment to balancing the budget in this Parliament has been relaxed.

- 5.2 Devolution continues to evolve albeit, Lincolnshire are now considering options after 2 authorities voted against the proposal.
- 5.3 With the decision to withdraw from the European Union, there is a considerable amount of uncertainty around the impact on the UK economy.
- 5.4 It is intended that by 2020 Local Authorities will retain 100% of NNDR (Business Rates). In addition there has been a review of rateable values after a delayed valuation exercise was undertaken. New Rateable Values will be applicable from 1.4.2017.

6 New Pressures

- 6.1 The government announced that it will introduce a Living Wage which will start at £7.20 raising to £9.20 by 2020. This will mean an additional cost to the Authority of circa by £140k by 2020.
- 6.2 The introduction of an Apprenticeship Levy from 1.4.2017 will result in the Council being charged 0.5% of its payroll as a levy, this will be offset by funding towards the training of apprentices. The net impact being circa £18kper annum.
- 6.3 The Autumn Statement issued on 23 November 2016 confirmed that the Government would stand by their commitment to 4 year Settlement Funding, however clarity around New Homes Bonus and other Government Grant funding remains unclear.

7 Financial Position

- 7.1 The above issues lead to a financial position represented as follows:

Latest Projections @ 17.11.2016	2017/18	2018/19	2019/20	2020/21	2021/22
MTFP 2016/17	382,003	683,669	703,748	1,065,091	1,065,091
New Pressures	799,139	358,839	439,539	470,639	451,239
New Savings	-972,003	-1,244,090	-976,549	-1,004,696	-907,076
Target Saving	209,139	-201,582	166,738	531,034	609,254

It should be noted that as the budget process is still continuing there will be additional savings and pressures identified by services as they review and horizon scan, these will be reviewed by Management prior to presenting to Leaders Panel for inclusion in the MTFP.

- 7.2 Options to Respond to the Funding Gap
 - 7.2.1 The Authority has a legal responsibility to agree a balanced budget for 2017/18 however best practice would require that we consider that as the first year of a five year sustainable financial strategy.

7.2.2 The Revenue Support Grant is forecast to reduce to zero by 2019/20 in the above figures and it is proposed that this assumption is still valid given the announcements being made by Government.

7.2.3 To respond to the potential funding gap there are a few options:

7.2.3.1 Council Tax Increases – every 1% increase will provide an additional £55k.

7.2.3.2 Fees and Charges – A detailed review of fees and charges in conjunction with the impact on demand will inform proposals for increases for Member consideration.

7.2.3.3 Traded Income – For some time the Authority has been developing opportunities to create traded activity to contribute to the income levels; services currently being developed include Fraud Detection Services, Building Control Activities and Trade Waste Services. Focus on developing services

7.2.3.4 Commercial Investments – The commercial strategy and action plan is designed to deliver a range of activity that will generate additional income. Work continues to develop options for investment in commercial property which would be funded from borrowing, to generate returns which would exceed the cost of borrowing and therefore contribute additional income to support services for residents and businesses eg a sample portfolio was identified which could have generated in excess of half a million pounds with a £17m investment.

7.2.3.5 Business Planning – Proposals for one off investment to enable either efficiencies, or additional income to be generated, along with options to deliver 20% savings will be appraised with the developed of business cases to assess the outcomes, financial impact, and risks prior to being developed further.

8 Proposed Underlying Principles for the Development of the next MTFP

8.1 The purpose of this paper is to set out for members the challenge facing the organisation and seek agreement to a number of underlying principles. These principles would include that the MTFP for 2017-2022 continues to assume the following:

8.1.1 Fees and Charges

- Above inflation increases are introduced to a level that align the district with it's neighbours and like Authorities but does not become the most expensive.
- That charges are introduced where no charge is currently being made,

- Whilst Car Parking income already makes a contribution to the net budget position, the new Car Parking Strategy is designed to make a contribution towards the funding gap
- That the charging for green garden waste is recognised as a last resort for the Authority but is reflected as an option within the MTFP planning horizon.

8.1.2 Council Tax

That Council Tax will rise by the maximum amount permitted without the need for a referendum

8.1.3 NNDR

That the Council will continue to be a party to the Lincolnshire Pool

8.1.4 Commercial Investments

The Local Authority will plan to borrow at significant levels to deliver a contribution from those investments. These investments may be outside the District where they are designed to deliver purely financial returns to the Authority.

8.1.5 Service Efficiencies

Officers will continue to seek service efficiencies and deliver the maximum reduction in expenditure without a reduction in service levels.

The pay award assumption will be aligned with the Government announcement of a restriction of 1% p.a. for the next four years.

9 Conclusion

- 9.1 In conclusion, this paper sets out a number of underlying principles that will be used to develop the MTFP for the period 2017-2022. These principles will assist in securing a balanced budget for 2017/18 and form the basis of a sustainable Medium Term Financial Plan.



15th December 2016

Policy & Resources Committee

Subject: Proposed Fees and Charges 2017/18

Report by:

Financial Services Manager

Contact Officer:

Tracey Bircumshaw
Group Accountant – Service Accounting
01427 676560
tracey.bircumshaw@west-lindsey.gov.uk

Purpose / Summary:

Propose revised Fees and Charges to take effect from 1 April 2017.

RECOMMENDATION(S):

- 1. That Members recommend to Council for approval the proposed Fees and Charges as detailed in Appendix A to E**
- 2. That Members recommend to Council for approval the proposed Fees and Charges as recommended by Prosperous Communities Committee and detailed at Appendix F to Q**

IMPLICATIONS

Legal: None arising as a result of this report

Financial : FIN/96/17

The 2017/2018 fees and charges are explained in the appendices of this report. The financial effects of the increases together with introducing new charges will result in an additional £40,873 being built into the Councils Medium Term Financial Plan.

Proposed increases including recommendations from Prosperous Communities Committee	Average Proposed Increase	Proposed Increase £	Budget Impact
Central and Democratic	0.00%		£0
Elections	0.00%		£0
Property Name Changes	1.50%		£300
Revenue Services	0.00%		£0
Room Hire	0.00%		£0
Building Control	0.28%		£600
Car Parks	0.00%		£0
Cemeteries	New and benchmarked		£5,200
Environment Services	Set by DEFRA in January 2017		
Fixed Penalty Notices	0.00%		£0
Land Charges	2.20%		£2,500
Licensing	Upto 12%		£1,100
Markets	0.00%		£0
Planning	2.20%		£1,100
Strategic Housing (Enforcement Charges)	100%	£150.00	
Trinity Arts Centre	Price on Application		
Operational Services			£29,900
Total Budget Impact			£40,700

Staffing: None arising as a result of this report.

Equality and Diversity including Human Rights :

The Equality Act 2010 places a responsibility on councils to assess their budget options before taking decisions on areas that could result in discrimination. Where appropriate assessments have been undertaken by the relevant service areas.

Risk Assessment :

All items where necessary have been risk and equality impacted assessed by the relevant budget holder.

Climate Related Risks and Opportunities :

There are no significant climate related risks and opportunities relating to this report.

Title and Location of any Background Papers used in the preparation of this report:

N/A

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

Yes

No

Key Decision:

Yes

No

1. Introduction

- 1.1 This report and appendices sets out the proposed fees and charges for 2017/18.
- 1.2 The Council has in place a corporate Fees, Charges and Concessions Policy which aims to provide clear guidance on a number of areas. In particular this focuses on how fees and charges can assist in the achievement of corporate priorities, the setting of new and reviewing of existing charges, the Council's approach to full cost recovery and income generation from fees and charges and eligibility for concessions.
- 1.3 It is recognised that although full cost recovery will be the customary approach, although this will not be appropriate in all circumstances and the amount charged will need to be a reflection of many factors including Council objectives, market conditions, the cost of collection and the potential impact on customers.
- 1.4 Work has been undertaken to bring these fees and charges in line with this policy, through reviewing existing fees and charges and considering the introduction of new charges for Council services, to recover costs and control demand.
- 1.5 As a minimum, inflationary increases would normally have been applied where possible with the exception of those set by statute.
- 1.6 Most non statutory charges have been uplifted by inflation of 2.2%, other than the following;

No change - Annual subscriptions to committee reports and photocopying
Cost recovery - Property name changes
No change - Room Hire and Planning documentations
No change – Court Costs at cost recovery
Small change – Building Control to cost recovery
No change – Car Parking strategy approved in year to be reviewed 2017
Cost recovery – Licensing
No change – Markets (under review)
New charge – Strategic Housing enforcement
Move to cost recovery – Burials
Price on application – Trinity Arts
Cost recovery/benchmarked – Second Green Bin
No Change – wheeled bins

Full details are contained within the appendices attached to this report.

2 Fees and Charges

- 2.1 The review of fees and charges this year has been more robust than in previous years, combining the benchmarking of charges, previously undertaken with an assessment of the level of cost recovery and market demand where information is available.

- 2.2 As part of the review process the officers were furnished with greater levels of strategic information. The service areas worked with their finance business partner to review the levels of income against the costs of providing the service to understand and determine the level of cost recovery.
- 2.3 The review has in the main tried to consider the full cost recovery constraints. However, the process has been influenced to a degree by issues where the Council considers through the benchmarking exercise that the charge proposed is fair and reasonable for the service being provided.
- 2.4 In addition specific services need to understand the impact of new strategies before amending fees and charges at this stage.
- 2.5 The greatest risk/concern for Managers is receiving challenges to the level of fees and charges. There is sound justification to support the proposed fees and, where the fees proposed do not reflect the full cost of providing the service, there is a sound basis for the decision based on the Managers understanding of the commercial environment.
- 2.6 Where fees have been reviewed having a greater regard to benchmarking data, we have tried to ensure that they are at a level whereby they do not vary substantially when compared to other local authorities. In most cases the proposed fees remain around the median to third quartile on the benchmarking range to reduce the likelihood of challenge.
- 2.7 In areas where the Council experiences external competition, again we have tried to ensure that the rates remain competitive and value for money. It would not be prudent to risk pricing ourselves out of the market just to satisfy an aspiration to achieve a set increase in fee income. It is not believed that the proposed fees will price ourselves out of the market but it is vital to allow Managers some flexibility on fees when trying to secure business, without breaching any regulations.
- 2.8 There are risks of a reluctance to accept the proposed fees and charges; especially where the proposed fees provide for some significant stepped changes in order to try and draw our fees and charges in line with other authorities. By undertaking a detailed income and expenditure review and coupled with the previously undertaken benchmarking process, we have given confidence in our approach and proposals.
- 2.9 Given the general belief that our proposed fees and charges are fair and reasonable the significant risks to fee income are not with fee levels themselves but with the achievable volumes and delivering against business plans.
- 2.10 The fees and charges will be subject to continuous monitoring during the year to either implement changes during the year if required, or to feed into the following years Medium Term Financial Plan.
- 2.11 Of the 415 fees and charges reviewed, 48% are statutory and 60% of these are not proposing an increase as they demonstrate full cost recovery. 52% are non-statutory fees and 83% are proposing an increase and 17% holding the current fees for 2017/18. There are a number of new fees to be introduced in 2017/18, representing 5% of the total fees and charges reviewed.

- 2.12 The increased income as proposed does not take into consideration any changes to income from the impacts of business plan implementations. These changes will be built into the budget at a later stage.
- 2.13 The proposed fees and charges will apply from 1st April 2017, unless there are other constraints preventing this, in which case the operative date will be as soon as practicable after 1st April.
- 2.14 The following appendices summarises the proposed changes by service area.

Appendix A Central & Democratic

Appendix B Elections

Appendix C Property Name changes

Appendix D Revenue Services

Appendix E Room Hire

Appendix F Building Control (Confidential)

Appendix G Car Parks

Appendix H Cemeteries

Appendix I Environment Services

Appendix J Fixed Penalty Notices

Appendix K Land Charges

Appendix L Licensing

Appendix M Markets

Appendix N Planning

Appendix O Strategic Housing

Appendix P Trinity Arts Centre

Appendix Q Operational Services

FEES AND CHARGES REPORT

APPENDIX A - CENTRAL & DEMOCRATIC SERVICES

1. Background

The Central & Democratic service has a number of Fees and Charges namely:

- Statutory Charges – Public Path Orders i.e. diversion orders; Access to records under the Data Protection Act; Inspection of background papers to committee reports. These fees are set by Government within a range and are reviewed annually. At this time there are no planned increases.
- Non-Statutory Charges – Annual subscription for agenda, reports and minutes; Photocopying. Fees for these services can be set locally by WLDC.

For 17/18 there are no plans to increase the fees as there is little or no use of the fees aforementioned.

2. Impact of Different Options

Service user can be analysed as follows;

No usage data to show.

3. Pricing

Cost of Sales, Overheads: Total Cost

There has been no income generated from sales, as Committee reports and planning applications are available online. Prices have therefore been estimated based on a unit cost basis, incorporating officer time and production costs.

Table of past fees and forecast fees at current rates and then at proposed rates

4. Understanding Customers and Markets

Little or no use of these fees occurs.

5. Proposed Charges

Statutory charges will be applied in accordance with legislation.

For non-statutory charges the Central and Democratic service proposes to leave the fees at the current level.

Policy and Resources Committee		Central & Democratic Services							
		Current Net Charge		Proposed Increase		Proposed Net Charge	VAT Amount	Total Charge Incl VAT	VAT rate included
		2016/17 £	%	£	2017/18 £	£	£	£	
Statutory Charges									
Public Path Orders, i.e.	Minimum Charge	£525.31			£525.31	£0.00	£525.00		OS
Diversion Orders	Maximum Charge	£1,574.91			£1,574.91	£0.00	£1,575.00		OS
Plus actual advertisement costs									
Access to records under the Data Protection Act		£11.26			£11.26	£0.00	£11.00		OS
Inspection of background papers to committee reports		£6.14			£6.14	£0.00	£6.00		OS
Non - Statutory Charges									
Annual subscription for agenda, reports and minutes.	Planning Services	£206.70			£206.70	£41.34	£248.00		S
	Other Committees	£62.76			£62.76	£12.55	£75.00		S
Photocopying (where no other charge applies)	Per side of A4(colour)	£0.17			£0.17	£0.03	£0.20		S
	Per side of A4(black/white)	£0.17			£0.17	£0.03	£0.20		S

6. Recommendation

Members are asked to approve charges for 2017/18 as detailed above;

FEES AND CHARGES REPORT

APPENDIX B - ELECTORAL SERVICES

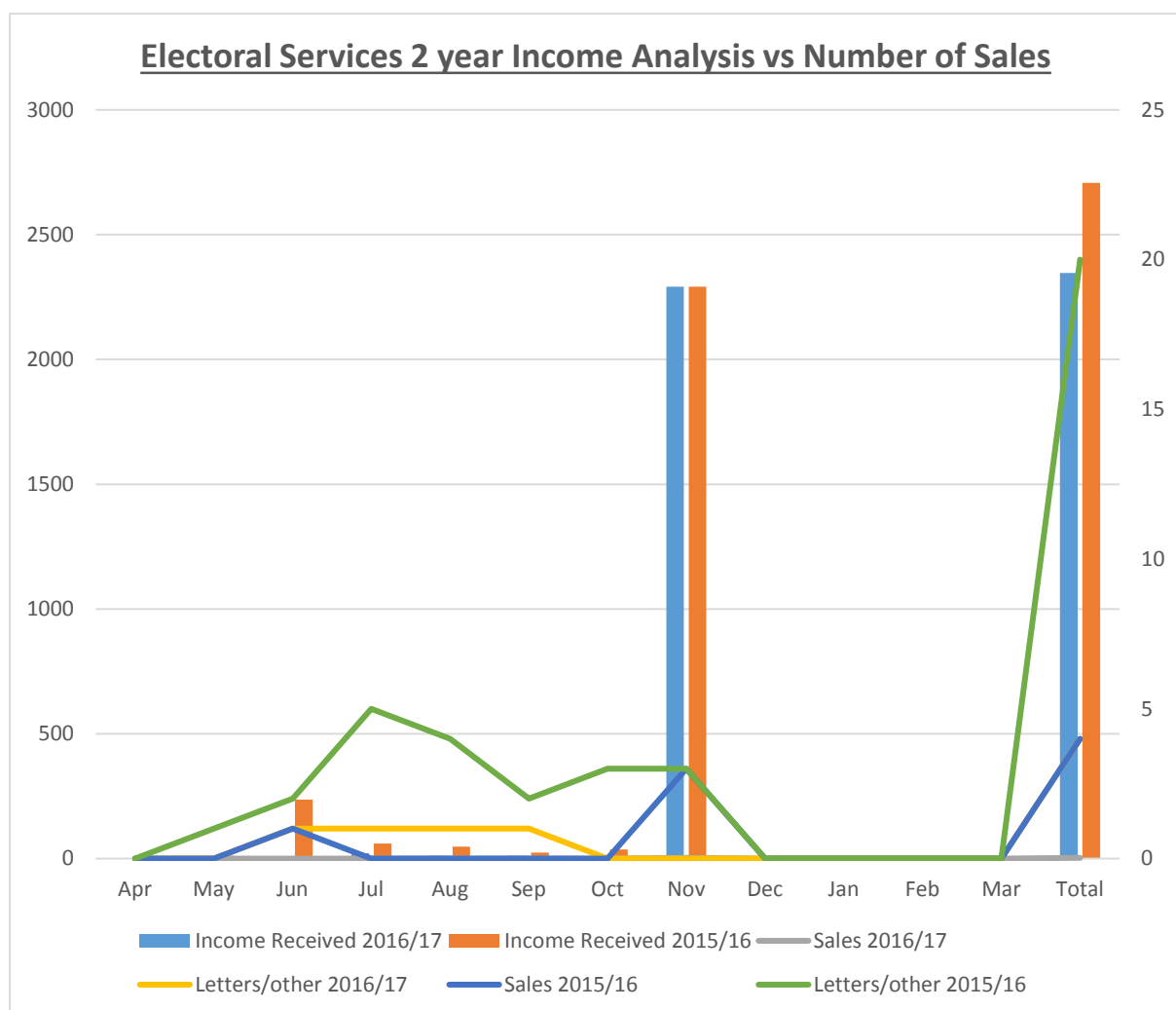
1. Background

Electoral Service has a limited number of Fees and Charges namely;

- Letters confirming elector's register
- Sales of electoral registers
- Inspection of Return of Declaration of Election Expenses

The charges are set by section 110 of the Representation of the People Regulations 2001.

2. Income



3. Costs

The statutory charges are set to cover costs.

4. Proposed Charging

The charges for Electoral Services are Statutory Fixed and remain unchanged from 2016/17 at this time

5. Recommendation

Members are asked to approve charges for the next year as detailed below;

Policy and Resources Committee		Central & Democratic Services					
The prices are set by section 110 of the Representation of the People Regulations 2001.	Current Net Charge	Proposed Increase		Proposed Net Charge	VAT Amount	Total Charge Incl VAT	VAT rate included
	2016/17 £	% Type	or £	2017/18 £			
	Electoral Services (Statutory):						
Letters confirming elector's register	£12.00			£12.00	£0.00	£12.00	OS
Copy of "old" electoral registers	£50.00			£50.00	£0.00	£50.00	OS
Sales of Electoral Registers	£10.00			£10.00	£0.00	£10.00	OS
- Per thousand names or part	£5.00			£5.00	£0.00	£5.00	OS
- Concession	£0.25			£0.25	£0.00	£0.25	OS
Supply of Computer Data	£20.00			£20.00	£0.00	£20.00	OS
- Per thousand names of part	£1.50			£1.50	£0.00	£1.50	OS
- Concession (minimum fee £30.00)	£1.80			£1.80	£0.00	£1.80	OS
Address/Elector labels	- Per thousand names or part	£25.00		£25.00	£0.00	£25.00	OS
	- Concession	£12.00		£12.00	£0.00	£12.00	OS
Inspection of Return of Declaration of Election expenses	£1.50			£1.50	£0.00	£1.50	OS
Copy of a Return of Declaration of Election Expenses	- Per side	£0.20		£0.20	£0.00	£0.20	OS

FEES AND CHARGES REPORT

APPENDIX C - Property Name Changes (Corporate Governance, System Development)

1. Background

The function of street naming and numbering now sits alongside the Local Land and Property Gazetteer Custodian within the System Development team. The Street Naming and Numbering (SNN) function is a statutory service and the council is responsible for naming the streets, allocating postal numbers and requests to change house names. The only part of this function which can be charged on a cost recoverable basis is the request for house names.

2. Impact of Different Options

Service user can be analysed as follows;

	Total	Budget	Under/Over
Income received 2016/17	£ 1,278	£ 1,300	(22)
Income received 2015/16	£ 1,410	£ 1,000	410
Income received 2014/15	£ 1,740	£ 900	840

3. Pricing

The SNN function is dependent on the local plan, market demand and developers viability in addition to the economy, cost and availability of skilled workers.

	2016/17	2015/16	2014/15	2013/14	2012/13
Fee charged	£ 66.78	£ 63.00	£ 63.00	£ 62.50	£ 61.50
Fees rec'd	£ 868.59 <small>As at 26/10/16</small>	£ 945.00	£1228.00	£ 812.50	£1597.50
Royal Mail Charges	£ 476.00	£ 339.00	£ 419.00	£ 275.00	£ 331.00
Total Income	£1344.59	£1284.00	£1677.00	£1087.50	£1928.50

	14/15	15/16	16/17
Direct Costs	371,386.54	387,253.47	500,600.00
Overheads	346,297.74	361,867.94	55,200.00
TOTAL COSTS	25,088.80	25,385.53	555,800.00

Although SNN fees currently exceeds the set budget figure each year, there is nothing we can do to ensure continued income. If a customer wishes to add a name plate to their house and not apply for the change to be formalised, we cannot enforce the customer to comply. However if the change is only applied by the customer the LLPG, statutory consultees and the Royal Mail will not be informed of this informal change.

4. Understanding Customers and Markets

Other Lincolnshire authorities' charges as at 2015 was as follows:

Name of authority	Cost per renaming of property	Cost per renaming of street
BOSTON	Not known	Not known
ELDC	No Charge	No Charge
LINCOLN CITY	£64.00	£-
NORTH KESTEVEN	£25.00	£150.00
SOUTH KESTEVEN	No charge	No Charge
SOUTH HOLLAND	No charge	No Charge
WEST LINDSEY	£63.00	£-

The renaming of streets is a very rare occurrence, and over the last 5 years we have only received two requests, neither of which gained the necessary two thirds of residents agreement.

5. Proposed Charges

Statutory charges will be applied in accordance with legislation.

The current charge is £66.78, and it is proposed to increase this to £68.00 for the next three years.

By keeping the charge the same over the next three years would reduce the amount of changes needed to be made to all publicity and systems. Each year changes to the fees takes approximately 3 hours to make all the necessary changes to the electronic forms, integration to payments, and the website.

Policy and Resources Committee		Central & Democratic Services												
		Current Net Charge	Proposed Increase		Proposed Net Charge	VAT Amount	Total Charge Incl VAT	VAT rate included						
		2016/17 £	%	Type	£	2017/18£	£	£						
Property Name Changes:														
Naming or renaming of a registered property		£66.78	:	C	:	£1.00	:	£67.78	:	£0.00	:	£68.00	:	OS

6. Recommendation

Members are requested to recommend to Council the fees of £68.00 are applied for the period 2017/18 to 2020/21.

FEES AND CHARGES REPORT

APPENDIX D - REVENUE SERVICES

1. Background

Revenue Service has a limited number of Fees and Charges namely;

- **Court Costs added to Council Tax Accounts**
- **Court Costs added to NNDR Accounts**

It is the Council's duty to collect all instalments as they become due.

The Council's recovery policy has been prepared in compliance with current legislation but we try to be responsive to individual circumstances.

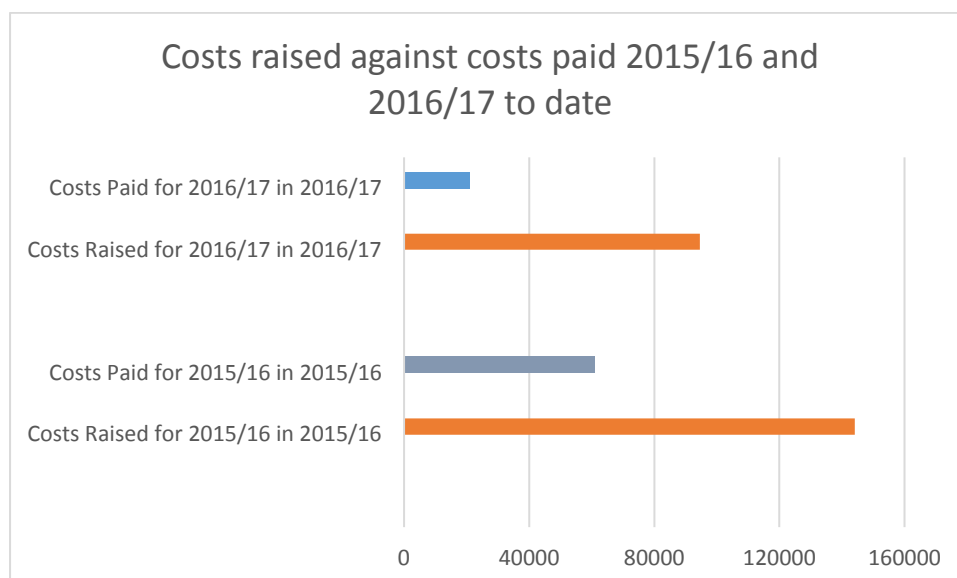
Recovery procedures and the Court timetable for Council Tax is agreed in advance and ensures that all taxpayers are treated fairly and objectively.

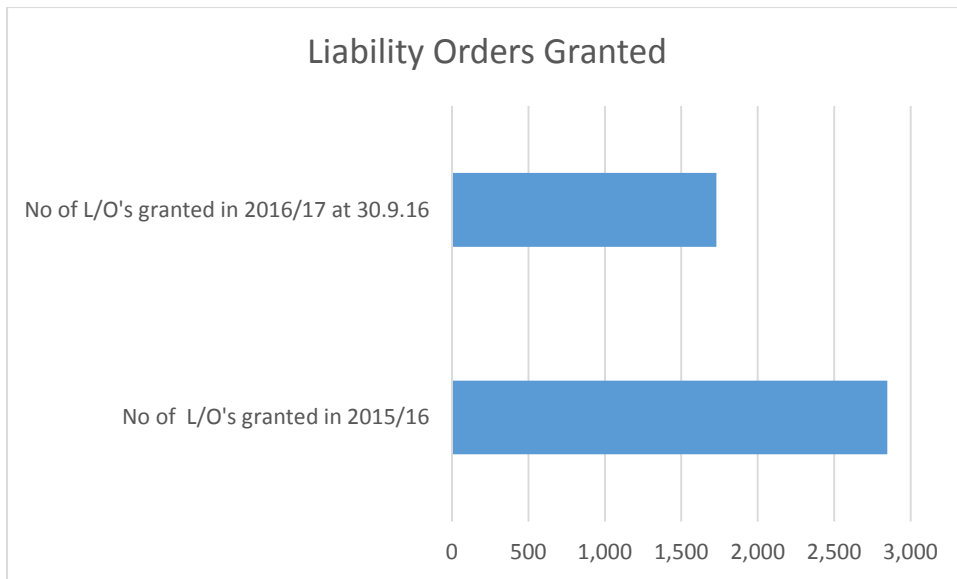
If an account holder receives a summons it is because they have not ensured that we have received payments in accordance with notices that have been sent (e.g. the Demand and Reminder Notices).

The council can ask the Magistrates to issue a 'liability order' if a debtor owes unpaid Council Tax and this is a legal demand for payment. The account holder is allowed to go to the court and give reasons for not paying if they wish and the Council is entitled to request costs be ordered against any payment defaulters to go towards the cost of collection of the debt.

2. Income Impact

Court Costs added to council tax accounts are collected by West Lindsey District Council





Court Costs added to NNDR accounts is collected by City of Lincoln on our behalf.

3. Costs

The council is required to calculate the cost of Summons for council tax to ensure the amount charged is reasonable and transparent for court.

For 2016/17 the cost was £71.20, the fee of £75.00 is therefore reasonable and demonstrates full cost recovery.

4. Proposed Charging

The court costs added to Council Tax accounts and NNDR accounts are both Statutory Fixed. The charges are set in March and are not yet published, however it is assumed that they will remain unchanged from 2015/16 and 2016/17.

Policy and Resources Committee		Revenue Services					
Current Net Charge	Proposed Increase		Proposed Net Charge	VAT Amount	Total Charge Incl VAT	VAT rate included	
2016/17 £	%	Type	£	2017/18 £	£	£	
Revenues *							
Court costs added to Council Tax accounts.	£75.00			£75.00	£0.00	£75.00	OS
Court costs added to NNDR accounts.	£85.00			£85.00	£0.00	£85.00	OS

* Charges agreed with Magistrates

5. Recommendation

Members are asked to approve charges for the next year as detailed below;

Members are requested to recommend to Council the fees for 2017/18 with further review prior to 2018/19 fee setting.

FEES AND CHARGES REPORT

APPENDIX E - CUSTOMER SERVICES

1. Background

Customer Services has a limited number of Fees and Charges namely;

- **Room Hire** – The provision of council meeting rooms for external use
- **Planning documents** – provision of decision notices, consents and determinations.
Copy plans/Mapping Setting

Room Hire

The current service charge for room hire is above the benchmark average by 14%. The fees ensure full cost recovery and for some charges exceeds this by 4 times.

The offer of external room hire is in its infancy and take up has been slow. This can be attributed to both the fee and lack of marketing to promote the services on offer. Customer Services have started to proactively raise the profile of the meeting room offer through external marketing channels. Additional work is underway to establish area offer and saturation. From this analysis and discussion, the target customer and demand will be established and consideration can then be applied with regards the feasibility of reducing the charge to increase demand.

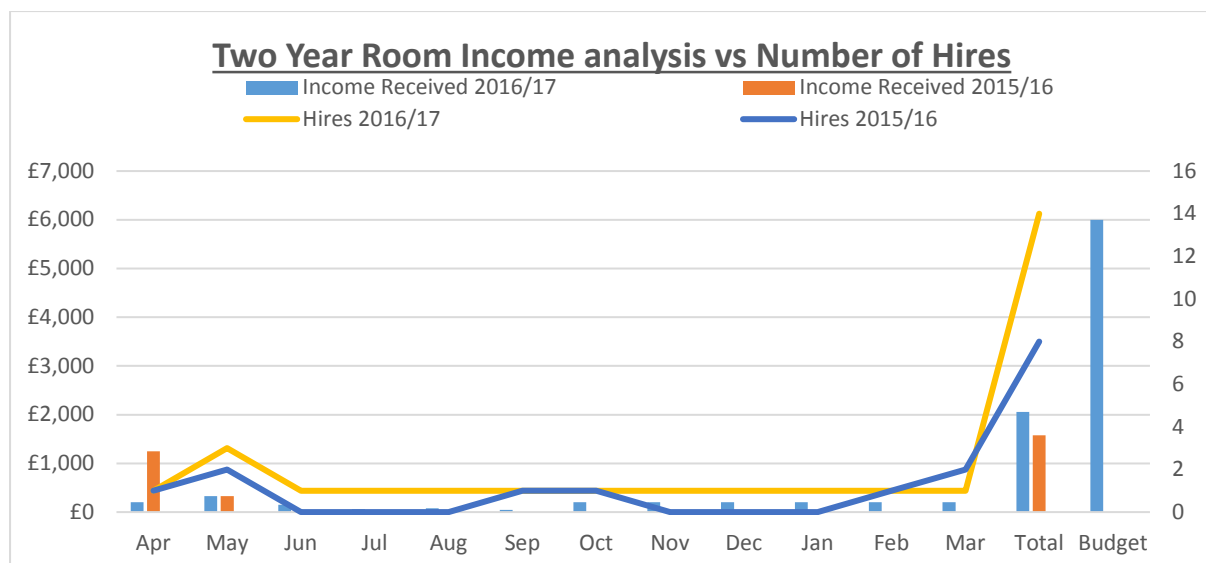
Planning Documents

Planning work is dependent on the local plan, market demand and developers viability in addition to economic stability.

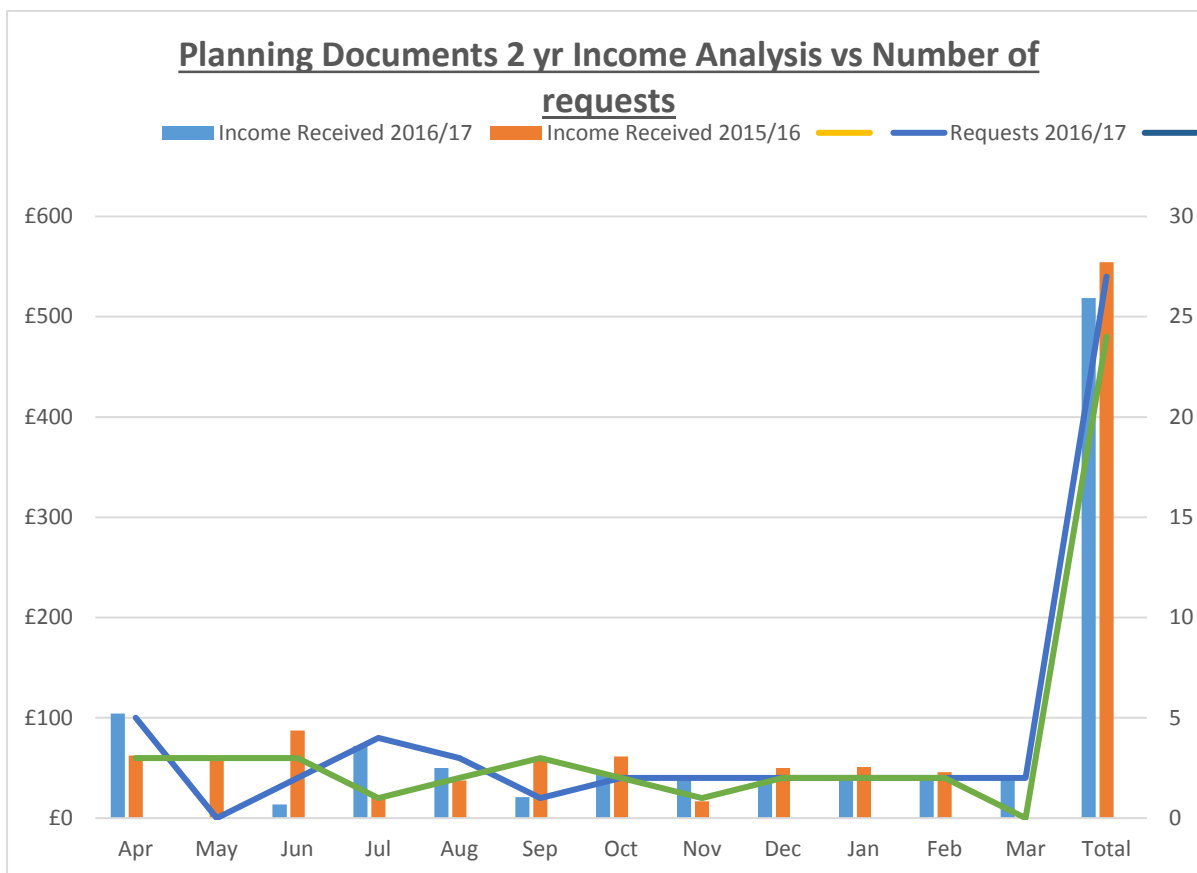
Decision notices, consents, determinations, Tree Preservation orders, Enforcement notices, S106 Agreements are all available via the council website free of charge. However, should hardcopies be requested then a fee is charged for this.

Demand for these services is minimal.

2. Impact of Options



Room Hire	Total	Budget	Under/(over)
Income Projection 2016/17	2,058	6,000	3,942
Income Received 2015/16	1,576	0	(1,576)



Planning Documents	Total	Budget	Under/(over)
Income Projection 2016/17	519	3,000	2,481
Income Received 2015/16	554	9,000	8,446

3. Pricing

Charged Services only represent a small element of the Customer Support function.

The costing for each element has been calculated based on a proportionate hourly rate for staff time with absorption of overheads and additional costs. These are detailed in the tables below:

Room Hire

		16/17 Fee	Officer time	Addtl costs	TOTAL COST	Over/(under) recovered	Recovery	Proposed Fee
			£	£	£	£	%	£
Room Hire								
Chamber (Up to 60 People)	Day Rate (0900 to 1700)	£250.00	35.83	77.20	113.03	136.97	221.18	250
	1/2 Day	£150.00	26.85	38.60	65.45	84.55	229.17	150
	Evening Rate (1800 to 2200)	£300.00	82.26	67.55	149.81	150.19	200.25	300
Trent or Ancholme (Up to 20 People)	Day Rate (0900 to 1700)	£125.00	32.51	28.60	61.11	63.89	204.54	125
	1/2 Day	£75.00	23.54	14.30	37.84	37.16	198.21	75
	Evening Rate (1800 to 2200)	£200.00	82.26	37.52	119.78	80.22	166.97	200
Chamber, Trent & Ancholme (Up to 100 People)	Day Rate (0900 to 1700)	£500.00	65.74	77.20	142.94	357.06	349.79	500
	1/2 Day	£300.00	32.51	38.60	71.11	228.89	421.86	300
	Evening Rate (1800 to 2200)	£500.00	105.54	67.55	173.09	326.91	288.87	500
Additional Day Hours (or part hours)	Per Hour (Max 2 hours)	£30.00	18.21	9.65	27.86	2.14	107.68	30

Planning Documents

		16/17 Fee	Officer time	Addtl costs	TOTAL COST	Over/(under) recovered	Recovery	Proposed Fee
			£	£	£	£	%	£
Planning Documents								
Planning								
Decision notices, consents, determinations, Tree Preservation orders, Enforcement notices, S106 Agreements.	£24.00	6.63	0.00	6.63	17.37	361.84	£	24.00
Other copies	£0.20	0.00	0.05	0.05	0.15	400.00	£	0.20
Mapping Setting								
Copy plans - A3	£0.50	0.00	0.20	0.20	0.30	250.00		£0.50
Copy plans - A2, A1, A0	£6.00	0.00	1.00	1.00	5.00	600.00		£6.00
Information on planning records	£0.20	0.00	0.05	0.05	0.15	400.00		£0.20
Requests for Planning Information	£55.00	39.80	0.00	39.80	15.20	138.20		£55.00

4. Understanding Customers and Markets

Room Hire

Meeting room hire was a new service offered in 2015/16. Work has commenced to establish the current market offer and saturation points, this will be completed by March 2017 and will inform the fee setting process for 2017/18 as demand and target customer is identified and embedded into the service offer.

Satisfaction surveys have been developed and will be issued to customers post service delivery from November 2016.

Planning Documents

Demand for this service is low due to elements readily available on the council website free of charge.

5. Proposed Charges

Customer Services proposes to maintain fees for room hire at the current rates, ensuring price stability. This will bring charges into closer alignment with other Local Authorities and the local offer, whilst not compromising on full cost recovery. Market demand needs to be established over the next financial year to see if a price reduction would stimulate demand.

Customer Services proposes to maintain fees for planning documents at the current rates, ensuring price stability. This will not compromise full cost recovery.

Room Hire:

Policy and Resources Committee		Central & Democratic Services							
		Current Net Charge	Proposed Increase		Proposed Net Charge	VAT Amount	Total Charge Incl	VAT rate included	
		2016/17 £	%	Type	or £	2017/18 £	£	£	
Main Room Hire:									
Chamber (Up to 60 People)	Day Rate (0900 to 1700)	£250.00	0.0%			£250.00	£50.00	£300.00	S
	1/2 Day	£150.00	0.0%			£150.00	£30.00	£180.00	S
	Evening Rate (1800 to 2200)	£300.00	0.0%			£300.00	£60.00	£360.00	S
Trent or Ancholme (Up to 20 People)	Day Rate (0900 to 1700)	£125.00	0.0%			£125.00	£25.00	£150.00	S
	1/2 Day	£75.00	0.0%			£75.00	£15.00	£90.00	S
	Evening Rate (1800 to 2200)	£200.00	0.0%			£200.00	£40.00	£240.00	S
Chamber, Trent & Ancholme (Up to 100 People)	Day Rate (0900 to 1700)	£500.00	0.0%			£500.00	£100.00	£600.00	S
	1/2 Day	£300.00	0.0%			£300.00	£60.00	£360.00	S
	Evening Rate (1800 to 2200)	£500.00	0.0%			£500.00	£100.00	£600.00	S
Additional Day Hours (or part hours)	Per Hour (Max 2 hours)	£30.00	0.0%			£30.00	£6.00	£36.00	S
Other Room Hire:									
Meeting Room (Up to 10 people)	Day Rate (0900 to 1700)	£100.00	0.0%			£100.00	£20.00	£120.00	S
	1/2 Day	£60.00	0.0%			£60.00	£12.00	£72.00	S
Meeting Room (Up to 5 people)	Day Rate (0900 to 1700)	£80.00	0.0%			£80.00	£16.00	£96.00	S
	1/2 Day	£50.00	0.0%			£50.00	£10.00	£60.00	S
Meeting Room (Up to 3 people)	Day Rate (0900 to 1700)	£60.00	0.0%			£60.00	£12.00	£72.00	S
	1/2 Day	£35.00	0.0%			£35.00	£7.00	£42.00	S
Additional Day Hours (or part hours)	Per Hour (Max 2 hours)	£20.00	0.0%			£20.00	£4.00	£24.00	S
Refreshments packages are available on request and quotes are based on individual needs sessions		POA							
* Discounts are available for consecutive days or block bookings for details									

Planning Documents

Prosperous Communities Committee		Planning						
		Current Net Charge	Proposed Increase		Proposed Net Charge	VAT Amount	Total Charge Incl VAT	VAT rate included
		2016/17 £	%	£	2017/18 £	£	2017/18 £	
Decision notices, consents, determinations, Tree Preservation orders, Enforcement notices, S106 Agreements.	Per side of A4 (black/white)	£24.00		£0.00	£24.00	£0.00	£24.00	OS
Plus Officer time at cost recovery								
Other copies	Per side of A4 (black/white)	£0.20		£0.00	£0.20	£0.00	£0.20	OS
Copy plans - A3	Per copy	£0.50		£0.00	£0.50	£0.00	£0.50	OS
Copy plans - A2, A1, A0	Per copy	£6.00		£0.00	£6.00	£0.00	£6.00	OS
Information on planning records	Planning Control	£0.20		£0.00	£0.20	£0.00	£0.20	OS
Requests for Planning Information	Planning - as per above plus officer time per	£55.00		£0.00	£55.00	£0.00	£55.00	OS
Plus Officer time at cost recovery								

6. Recommendation

Members are asked to approve charges for the next year as detailed below;

Room Hire:

Members are requested to recommend to Council the maintained fees for 2017/18 with further work to be undertaken to review impacts prior to 2018/19 fee setting.

Planning Documents:

Members are requested to recommend to Council the maintained fees for 2017/18 and that these are held at this rate for the next three financial years.

FEES AND CHARGES REPORT

APPENDIX G - CAR PARKS

1. Background

Car parks are operated by the council in Gainsborough and Market Rasen. The approval of a Car Parking Strategy earlier in this financial year, introduced, for the first time charging in Market Rasen.

New tariffs were introduced for Gainsborough as well as the ones in Market Rasen. It was decided that Market Rasen's charges would be set at 50% of Gainsborough's, to reflect the reduced offer of the smaller town.

As part of the overall review of parking it was also decided to install new ticket machines in both towns and link these to a data collection system to inform future decisions, including setting new tariffs and understanding demand. The system also allows remote monitoring of the machines serviceability, amount of cash held and number of tickets remaining.

2. Impact of Different Options

No usage data available at this time.

3. Pricing

The car parking function is dependent on market demand and developers viability in addition to the economy and cost.

Table of Cost of Sales, Overheads: Total Cost v Net Income

	14/15	15/16	16/17
Income	161,790	176,753	113,067
Direct Costs	74,398	68,396	101,400
Overheads	24,883	40,029	56,100
TOTAL COSTS	99,280	108,426	157,500
NET Surplus/ (Deficit)	62,510	68,327	(44,433)

Current Fees have covered the costs and are also expected to over the Medium Financial Plan.

Recent benchmarking has arrived at the conclusion that car park fees are in the mid to high range except for parking permits where our fees are considerably lower.

Possibly in future years an area to target a potential fee increase would be parking permits. Even if they doubled, they would still be considered inexpensive.

Table of past fees and forecast fees at current rates and then at proposed rates

Prosperous Communities Committee		Car Parks & Bus Station						
		Current Net Charge	Proposed Increase		Proposed Net Charge	VAT Amount	Total Charge Incl	VAT rate include
		2016/17 £	%	or £	2017/18 £	£	2017/18	
Car Parks								
Gainsborough	0-1 hours	£0.50			£0.50	£0.10	£0.60	S
	1-2 hours	£0.92			£0.92	£0.18	£1.20	S
	2-3 hours	£1.33			£1.33	£0.27	£1.60	S
	3-4 hours	£1.67			£1.67	£0.33	£2.10	S
	4-6 hours	£2.75			£2.75	£0.55	£3.30	S
	6+ hours	£3.25			£3.25	£0.65	£3.90	S
Market Rasen	0-1 hours	£0.25			£0.25	£0.05	£0.30	S
	1-2 hours	£0.42			£0.42	£0.08	£0.60	S
	2-3 hours	£0.67			£0.67	£0.13	£0.90	S
	3-4 hours	£0.83			£0.83	£0.17	£1.00	S
	4-6 hours	£1.43			£1.43	£0.29	£1.80	S
	6+ hours	£1.68			£1.68	£0.34	£2.10	S
Annual Season Tickets								
District Wide (Including parking at both Gainsborough and Market Rasen)	Mon-Sat	£177.36	C		£177.36	£35.47	£212.90	S
	Mon-Sat (if paid by monthly DD)	£153.36	C		£153.36	£30.67	£184.10	S
	Mon-Fri	£150.86	C		£150.86	£30.17	£181.10	S
	Mon-Fri (if paid by monthly DD)	£124.36	C		£124.36	£24.87	£149.30	S
Market Rasen Only	Mon-Sat	£88.68	C		£88.68	£17.74	£106.50	S
	Mon-Sat (if paid by monthly DD)	£76.68	C		£76.68	£15.34	£92.10	S
	Mon-Fri	£75.43	C		£75.43	£15.09	£90.60	S
	Mon-Fri (if paid by monthly DD)	£62.18	C		£62.18	£12.44	£74.70	S
Penalty Charge Notice								
Higher Rate		£70.00			£70.00	£0.00	£70.00	OS
Higher rate discounted if paid within 14 days		£35.00			£35.00	£0.00	£35.00	OS
Lower Rate		£50.00			£50.00	£0.00	£50.00	OS
Lower rate discounted if paid within 14 days		£25.00			£25.00	£0.00	£25.00	OS
Penalty Charge Notices have replaced the Excess Charge Notice. The Traffic Management Act 2004 has introduced differential Penalty Charge Notices. Notices are categorized as 'Higher' or 'Lower' dependent on the severity of the parking infringement. Higher penalties are payable at £70 and lower penalties at £50. These categories are as determined in National Guidance.								
Bus Station								
Allocated stand	Per quarter for first stand	£288.65	S		£288.65	£0.00	£289.00	X
	Per quarter for second stand	£177.10	S		£177.10	£0.00	£178.00	X
Registered Casual Users Per Quarter		£54.05	S		£54.05	£0.00	£55.00	X

NB. It is proposed to leave the charges at 2016/17 rates as the current charges have only been in force for 3-4 months.

3. Understanding Customers and Markets

Data around usage has been very sparse, limited only to occasional manual counts of car park occupancy and the amount of cash collected from ticket machines. The new machines installed in Gainsborough in August 2016 and to be installed in Market Rasen in late 2016, support a data collection system which will provide excellent information on usage going forward.

This financial year has seen an increase in permit sales with a similar fall in pay and display tickets. In spite of the multi storeys new operator offering lower tariffs than the council car parks, it has had limited success with the majority of permit holders that previously used the multi storey, moving to other council car parks when the private operator took on the multi storey car park.

4. Proposed Charges

For non-statutory charges the Car Park Service proposes to apply no increase for the reasons mentioned above.

5. Recommendation

Members are asked to approve charges for the 2017-2018 financial year as detailed below.

It is recommended that charges are held at their current level because it was decided that Market Rasen's charges were set at 50% of those in Gainsborough. Whilst it was not suggested that this policy was to be maintained permanently, it was certainly a key factor in the setting of Market Rasen's tariffs. As it has not yet been possible to start charging in Market Rasen, an increase in April after approximately 3 months of the new charges would appear unreasonable. Assuming that the relationship of charging between the two towns is to be maintained for the time being at least, it follows that Gainsborough's charges would remain un-changed too.

FEES AND CHARGES REPORT

APPENDIX H - CEMETERY SERVICES

1. Background

West Lindsey District Council currently maintains 2 open cemeteries – Legsby Road, Market Rasen and School Lane, Springthorpe.

Costs for maintaining the grounds at these sites have been steadily increasing, but the income received from the sites is small and therefore the council heavily subsidise these areas.

There are two service charges applied to the cemeteries:

- Exclusive Right of Burial (EROB) – allocation of grave space for period of 99 years
- Memorials and inscriptions – permission for erection of memorial or adding of inscription to existing memorial

The current service charge is below the benchmark average and does not recover full costs, a further 130% uplift is required to bring charges in line with market average and achieve a break-even position.

(EROB – single grave space)	West Lindsey	- £250
	Newark	- £470
	Bassetlaw	- £750
	Gainsborough TC	- £512

2. Impact of Different Options

The following options were considered as part of the review;

Option 1 – increase approx in line with inflation – will not reduce the subsidy on the grounds maintenance costs

Option 2 – phased increase for term of external current grounds maintenance provision – will enable gradual progression to break-even position within 4 years

Option 3 – increase to achieve break-even position from 2017/18 – removes subsidy cost in relation to the current grounds maintenance contract from the Council with immediate effect

Option 4 – opportunity to introduce new service charges – potentially provides further income streams.

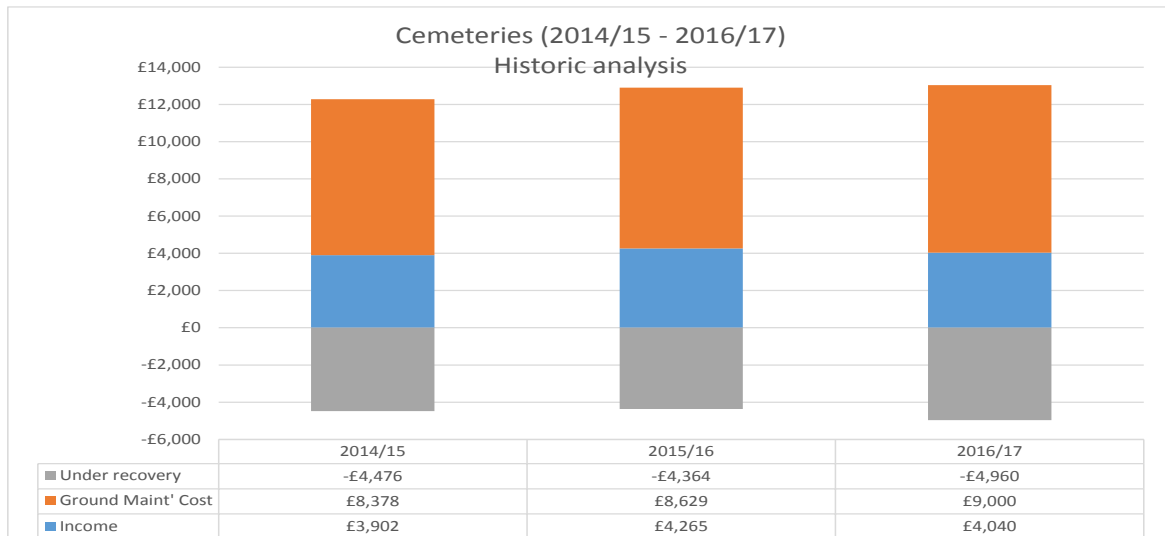
3. Pricing

The graphs below reflect the current costs and income levels, resulting in a net under recovery of grounds maintenance costs of circa £5k

The Cemetery service is demand driven and cannot be influenced.

Recent benchmarking shows the fees set for this services are considerably lower than in other areas. This year's recommended increase is a step towards the charges set by other Councils and will need to be reviewed and increased annually to fully recover costs.

A historic analysis shows similar recovery shortfall over recent years.



4. Understanding Customers and Markets

The table below shows the last three years usage data for burials for West Lindsey District Council. There has been an increase in this service over the last two years, however it is one that is linked to the demographics of the area and the space available.

	April	May	June	July	August	September	October	November	December	January	February	March	Total
2014/15	0	2	1	3	0	0	1	3	0	0	0	0	10
2015/16	0	0	5	0	2	3	1	0	1	2	3	5	22
2016/17	5	0	0	0	0	0	0	0	0	0	0	0	5
Total	5	2	6	3	2	3	2	3	1	2	3	5	

5. Proposed Charges

It is proposed that fees are increased to achieve cost recovery and to implement new service charges (Option 3 and 4)

Prosperous Communities Committee		Cemeteries						
	Current Net Charge	Proposed Increase		Proposed Net Charge	VAT Amount	Total Charge Incl VAT	VAT rate included	
	2016/17 £	%	or £	2017/18 £	£	2017/18 £		
Exclusive Rights of Burial in Earthen Graves								
Single Grave not exceeding 9' x 4'	£250.00	130%		£575.00	£0.00	£575.00	OS	
Grave not exceeding 9' x 4' for double/triple interments	£350.00	130%		£805.00	£0.00	£805.00	OS	
Cremated remains only grave not exceeding 4' 6" x 4'	£150.00	130%		£345.00	£0.00	£345.00	OS	
Exclusive right of Burial child grave up to 12 years (99 years)	New			£100.00	£0.00	£100.00	OS	
Exclusive Right of Burial single (50 years)	New			£287.50	£0.00	£287.50	OS	
Exclusive Right of Burial double (50 years)	New			£402.50	£0.00	£402.50	OS	
Exclusive Right of Burial triple (50 years)	New			£450.00	£0.00	£450.00	OS	
Exclusive Right of Burial double (99 years)	New			£805.00	£0.00	£805.00	OS	
Exclusive Right of Burial triple (99 years)	New			£900.00	£0.00	£900.00	OS	
Cremated remains only - Exclusive Right of Burial child up to 12 years	New			£80.00	£0.00	£80.00	OS	
Exhumation								
Body	New			£500.00	£0.00	£500.00	OS	
Cremated remains	New			£250.00	£0.00	£250.00	OS	
Monuments, Gravestones, Tablets & monumental inscriptions (Permission to erect)								
The right to erect or place on a grave or vault	A headstone not exceeding 3 feet in height	£ 60.00	130%		£138.00	£0.00	£138.00	OS
	A vase or tablet not exceeding 12 inches in height by 12 inches in width at the head of the grave	£ 40.00	130%		£92.00	£0.00	£92.00	OS
	For each inscription after the first	£ 25.00	130%		£58.00	£0.00	£58.00	OS
	Headstone over 3ft but under 4ft	New			£250.00	£0.00	£250.00	OS
	Flat stone (not exceeding 12" x 18")	New			£102.00	£0.00	£102.00	OS
	vase (up to 12" in height) (fixed)	New			£92.00	£0.00	£92.00	OS
	Plaque (not exceeding 12" x 6") (fixed)	New			£92.00	£0.00	£92.00	OS
Cremation	Memorial figurine (over 12" but under 24" fixed)	New			£110.00	£0.00	£110.00	OS
	Headstone up to 18 inches	New			£115.00	£0.00	£115.00	OS
	Headstone 18 inches to 3ft	New			£138.00	£0.00	£138.00	OS
	Flat stone (not exceeding 12" x 12")	New			£92.00	£0.00	£92.00	OS
	small vase (up to 6" in height) (fixed)	New			£50.00	£0.00	£50.00	OS
	Plaque (not exceeding 8" x 4") (fixed)	New			£50.00	£0.00	£50.00	OS
	Memorial figurine (not exceeding 12" fixed)	New			£92.00	£0.00	£92.00	OS
Registration Fees								
Per certified copy of a certificate of grant of exclusive right of burial	£40.00	130%		£92.00	£0.00	£92.00	OS	
Per certified copy of entry in Register of Burials	£40.00	130%		£92.00	£0.00	£92.00	OS	
Copies of Certificates								
Permission to plant memorial tree	New			£75.00	£0.00	£75.00	OS	
Permission to install memorial seat	New			£75.00	£0.00	£75.00	OS	
Burial grounds at Market Rasen & Springthorpe								

6. Recommendation

Members are requested to recommend the fees as detailed above for the period 2017/18 to 2019/20.

FEES AND CHARGES REPORT

APPENDIX I - ENVIRONMENT SERVICES

1. Background

The Environmental Regulatory Service has a number of Fees and Charges namely;

- **Statutory Fees**
 - Environmental Services Local Air Pollution –
 - Private water Supply Work – all fees are set as a maximum charge.
 - Request for Information
- **Non Statutory Fees**
 - Health Certificate
 - Food Advisory Service – (New for 17/18)

Statutory Fees

These charges are all set by DEFRA. The charges for 2017/18 will be set in January 2017 and the schedule of charges updated to reflect any changes.

All works undertaken are charged on a case by case basis, costed on the actual time taken up to a maximum charge that is set by statute. In the last 12 months the maximum fee set by statute has been sufficient to cover costs except in one case.

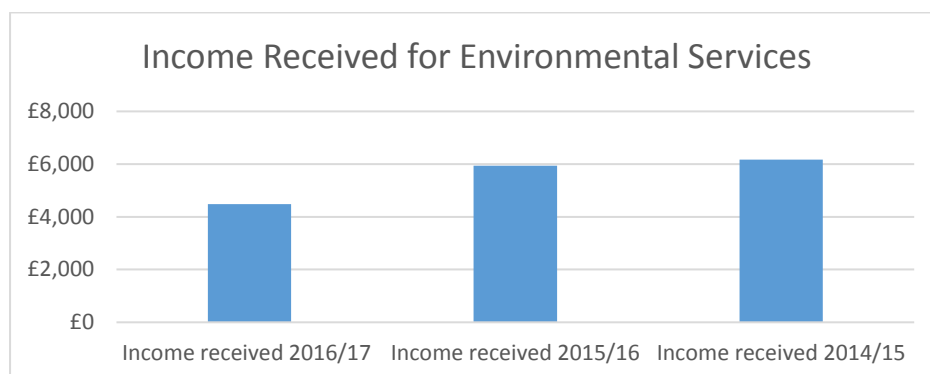
Non statutory Fees

Health Certificates – current service is proposing an RPI increase in 2017/18.

Food Advisory Service – this is new service for 2017/18 to provide businesses with advice and support in order to ensure legal compliance.

2. Impact of Options

The graph below demonstrates the total income received by the service for statutory fees over the last 3 years.



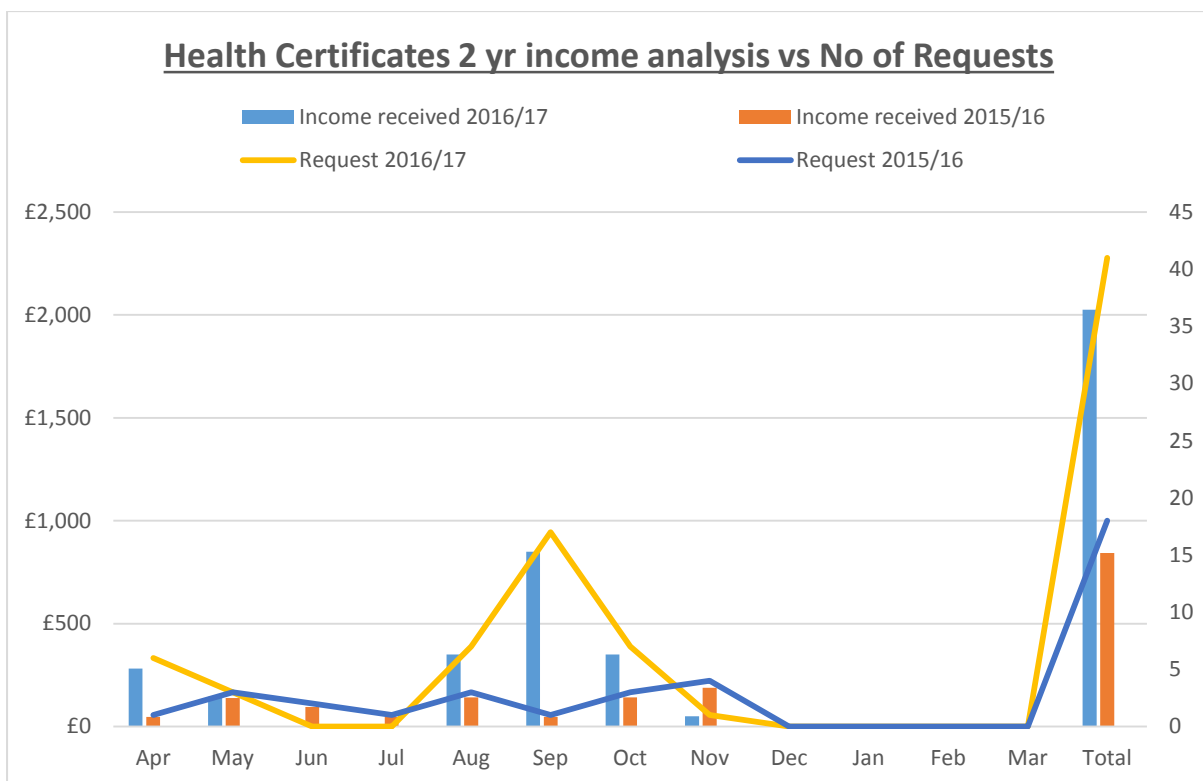
Environmental Services	Total	Budget	Under/(over)
Income Projection 2016/17	4,484	10,800	6,316
Income Received 2015/16	5,941	10,800	4,859
Income Received 2014/15	6,168	10,800	4,632

Statutory Fees are set at a maximum and cannot be increased.

All works charged the actual time taken up to the maximum. In the last 12 months the maximum fee set by statute has been sufficient to cover costs except in one case.

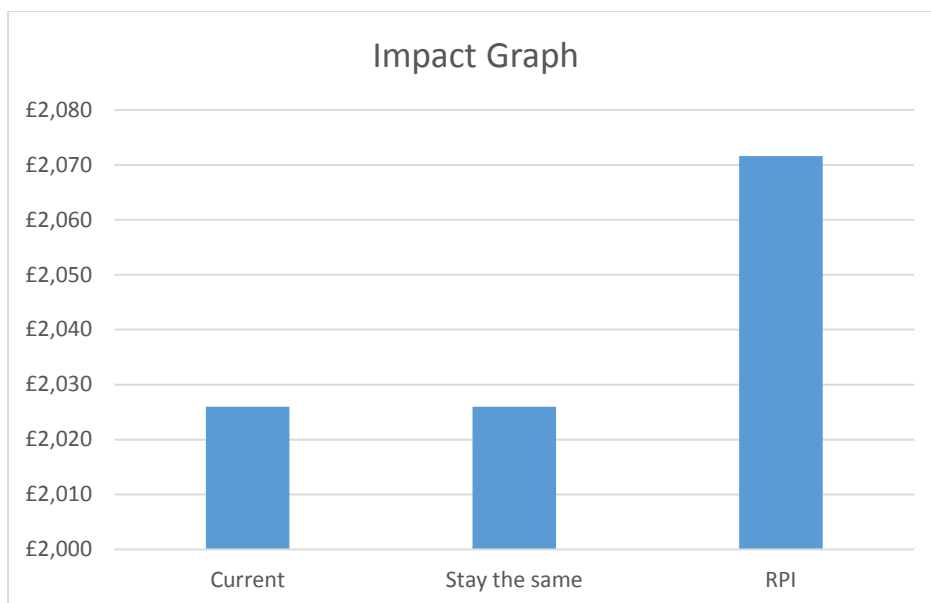
Non Statutory:

Health Certificates – The graph shows income and requests received for issuing a health certificate for the previous 2 years.



We recommend an increase of RPI in 2017/18. The graph below shows the impact on increasing the fee based on 2016/17 activity.

Current	£2,026
Stay the same	£2,026
RPI Increase	£2,072



3. Pricing

The costing for the Food Advice Service has been calculated based on a proportionate hourly rate for staff time with absorption of overheads and additional costs. The proposed price will give full cost recovery.

4. Understanding Customers and Markets

The majority of fees and charges are statutory and set by statute.

With regard to the proposed new charge for advisory visits to businesses within the District. These visits will be give businesses advice and support in order to ensure that their businesses comply with legal requirements. It is felt that this value adding service will enable businesses to attain a higher star rating.

5. Proposed Charges

Statutory charges will be applied in accordance with legislation.

Health Certificate – increase by RPI.

Request for Information – increase by RPI. This is in line with benchmarking information received from other local authorities.

New fees

SFBB pack - including diary	£10	to cover costs
Diary refill	£5	to cover costs

Updated hygiene score sticker £15 to cover costs

Regulatory Advisory visits - £125 for first two hours of the visit and then £40 per hour. The £125 covers officer time (including admin support and travel costs). The £40 is for officer time and has been set at this level after benchmarking what other authorities charge or are considering charging.

Health Act 2006 – Failure to display No Smoking signs £200

Prosperous Communities Committee	Environment Services Local Air Pollution
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Current Net Charge	Proposed Net Charge	VAT Amount	Total Charge Incl VAT	VAT Rate
2016/17 £	2017/18 £	£	2017/18 £	

All charges are set by DEFRA

Application Fee					
- Standard Process		£1,579.00	£1,579.00	£0.00	£1,579.00 OS
- Additional fee for operating without a permit		£1,137.00	£1,137.00	£0.00	£1,137.00 OS
- Reduced fee activities		£148.00	£148.00	£0.00	£148.00 OS
- Reduced fee activities: Additional Fee for operating without a permit		£68.00	£68.00	£0.00	£68.00 OS
- Mobile Screening and crushing plant		£1,579.00	£1,579.00	£0.00	£1,579.00 OS
- For the third to seventh applications		£943.00	£943.00	£0.00	£943.00 OS
- For the eighth and subsequent applications		£477.00	£477.00	£0.00	£477.00 OS

An additional charge of £297 applies to the above where the permit is for a combined part B and waste installation.

Annual Subsistence Fee -Standard Process	Low	£739.00	£739.00	£0.00	£739.00 OS
	Medium	£1,111.00	£1,111.00	£0.00	£1,111.00 OS
	High	£1,672.00	£1,672.00	£0.00	£1,672.00 OS

An additional charge of £99 for Low , £149 for Medium and £198 for High applies to the above where the permit is for a combined part B and waste installation.

- Reduced fee activities	Low	£76.00	£76.00	£0.00	£76.00 OS
	Medium	£151.00	£151.00	£0.00	£151.00 OS
	High	£227.00	£227.00	£0.00	£227.00 OS
- PVR I & II Combined	Low	£108.00	£108.00	£0.00	£108.00 OS
	Medium	£216.00	£216.00	£0.00	£216.00 OS
	High	£326.00	£326.00	£0.00	£326.00 OS
- Vehicle refinishers	Low	£218.00	£218.00	£0.00	£218.00 OS
	Medium	£349.00	£349.00	£0.00	£349.00 OS
	High	£524.00	£524.00	£0.00	£524.00 OS
- Odourisation of natural gas	Low	£76.00	£76.00	£0.00	£76.00 OS
	Medium	£151.00	£151.00	£0.00	£151.00 OS
	High	£227.00	£227.00	£0.00	£227.00 OS
- Mobile Screening and crushing plant 1st to 2nd Permits	Low	£618.00	£618.00	£0.00	£618.00 OS
	Medium	£989.00	£989.00	£0.00	£989.00 OS
	High	£1,485.00	£1,485.00	£0.00	£1,485.00 OS
- Mobile Screening and crushing plant 3rd to 7th Permits	Low	£368.00	£368.00	£0.00	£368.00 OS
	Medium	£590.00	£590.00	£0.00	£590.00 OS
	High	£884.00	£884.00	£0.00	£884.00 OS
- Mobile Screening and crushing plant 8th and Subsequent permits	Low	£189.00	£189.00	£0.00	£189.00 OS
	Medium	£302.00	£302.00	£0.00	£302.00 OS
	High	£453.00	£453.00	£0.00	£453.00 OS

Where a part B installation is subject to reporting under the E-PRTR regulation an additional charge of £99 applies.

<u>Transfer and Surrender</u>					
- Transfer		£162.00	£162.00	£0.00	£162.00 OS
- Partial transfer		£476.00	£476.00	£0.00	£476.00 OS
- New operator at low risk reduced fee		£75.00	£75.00	£0.00	£75.00 OS
- Reduced fee activities: Partial transfer		£45.00	£45.00	£0.00	£45.00 OS
<u>Substantial Change</u>					£0.00
- Standard Process		£1,005.00	£1,005.00	£0.00	£1,005.00 OS
- Standard process where the substantial change results in a new PPC activity		£1,579.00	£1,579.00	£0.00	£1,579.00 OS
- Reduced fee activities		£98.00	£98.00	£0.00	£98.00 OS

Subsistence charges can be paid in four equal instalments at an additional cost of £36 p.a.

Prosperous Communities Committee		Environment Services Local Air Pollution				
		Current Net Charge	Proposed Net Charge	VAT Amount	Total Charge Incl VAT	VAT Rate
All charges are set by DEFRA		2016/17 £	2017/18 £	£	2017/18 £	
Request for Information / Document Disclosure where Charging is Permitted	Minimum per request plus cost of materials	£70.00	£71.54	£0.00	£71.54	OS
	Thereafter per hour	£42.00	£42.00	£0.00	£42.00	OS
Health Certificates		£50.00	£51.10	£0.00	£51.10	OS
Food Premises Register	Per page	£3.00	£3.00	£0.00	£3.00	OS
SFBB Pack	(including diary)		£10.00	£0.00	£10.00	OS
Diary Refill			£5.00	£0.00	£5.00	OS
Updated hygiene score sticker			£15.00	£0.00	£15.00	OS
Private Water Supply Work	Maximum charges			£0.00		
	Risk assessment (each assessment)	£500.00	£500.00	£0.00	£500.00	OS
	Sampling (each visit)	£100.00	£100.00	£0.00	£100.00	OS
	Investigation (each investigation)	£100.00	£100.00	£0.00	£100.00	OS
	Granting an authorisation (each authorisation)	£100.00	£100.00	£0.00	£100.00	OS
	Analysing a sample:-			£0.00		
	Taken under regulation 10 (domestic supplies)	£25.00	£25.00	£0.00	£25.00	OS
	Taken during check monitoring (commercial supplies)	£100.00	£100.00	£0.00	£100.00	OS
	Taken during audit monitoring (commercial supplies)	£500.00	£500.00	£0.00	£500.00	OS
Food Advisory	Charge for a visit (up to a maximum 2 hours contact time)		£125.00		£125.00	OS
	Charge for additional hours		£40.00		£40.00	OS
Health Act 2006	Smoking in a smoke free place	£50.00	£50.00		£50.00	OS
	Failure to display no smoking fine		£200.00		£200.00	OS

6. Recommendation

Members are requested to recommend to Council the charges for 2017/18 with further work to be undertaken to review impacts prior to the 2018/19 fee setting. The statutory fees will be in line with recommendations from DEFRA.

FEES AND CHARGES REPORT

APPENDIX J – FIXED PENALTY NOTICES

Community Safety

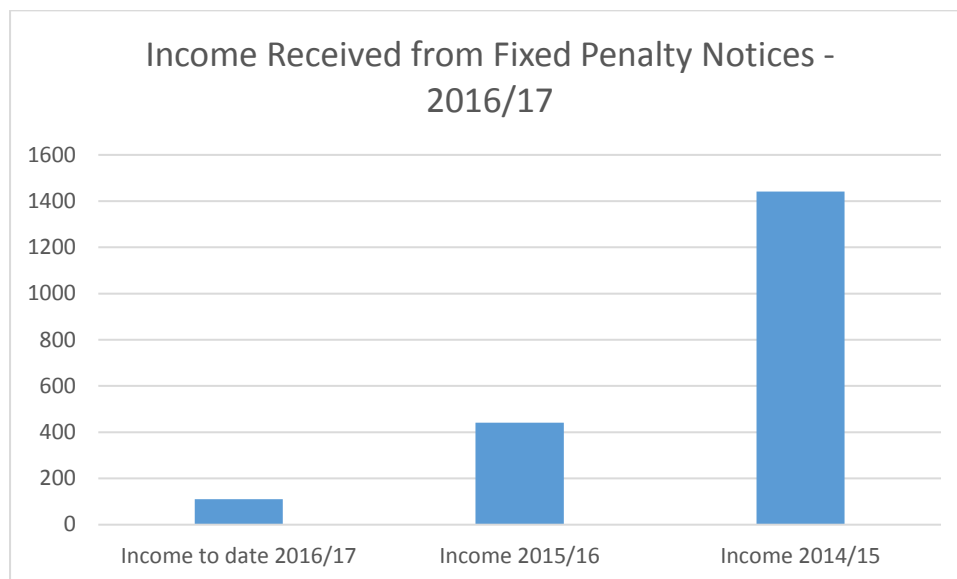
1. Background

Fixed Penalty Notices (FPNs) are used to tackle specific problems associated with environmental crime and anti-social behaviour. These charges are in the main set by statute and where appropriate set locally by the Council.

These charges are levied at a rate relevant to the specific incident and are used as an immediate deterrent to reduce the number of incidents in specific areas.

2. Impact of Different Options

The graph shows the income received from Fixed Penalty notices for the last three years. We are proposing no amendment to the charges for 2017/18. In previous years there has been a larger team dealing with this area which has significantly reduced this financial year. It is worth noting that there is no target to issue Fixed Penalty Notices, however there will be a more pro-active approach in this area going forward.



3. Pricing

The charging schedule sets out where fees are set by statute. Where the fees are set by the Council, it is proposed that these remain the same as they are deemed to cover the costs that are incurred within the service.

4. Understanding Customers and Markets

The approach taken in regards to enviro-crime specifically is currently under review and with it the use of Fixed Penalty Notices for enforcement. It is likely that the Council will enhance its use of Fixed Penalty Notices over the coming months to tackle specific areas where these incidents occur on a regular basis.

5. Proposed Charges

Statutory charges will be applied in accordance with legislation.

Prosperous Communities Committee		Fixed Penalty Notices						
		Current Net Charge	Proposed Increase		Proposed Net Charge	VAT Amount	Total Charge Incl VAT	VAT Rate
		2016/17 £	%	£	2017/18 £	£	£	£
Depositing Litter	Fee set by Government - payable within 14 days of issue	£75.00			£75.00	£0.00	£75.00	OS
	Fee set by Government - discounted if paid within 10 days	£50.00			£50.00	£0.00	£50.00	OS
Failing to pick up Dog Fouling	Fee set by Government - payable within 14 days of issue	£50.00			£50.00	£0.00	£50.00	OS
Failure to produce Waste Documents	Fee set by Government - payable within 14 days of issue	£300.00			£300.00	£0.00	£300.00	OS
Failure to produce Authority to Transport Waste	Fee set by Government - payable within 14 days of issue	£300.00			£300.00	£0.00	£300.00	OS
Unauthorised Distribution of Free Printed Matter	Fee set by Government - payable within 14 days of issue	£75.00			£75.00	£0.00	£75.00	OS
Failure to comply with a Waste Receptacles Notice	Fee set by Government - payable within 14 days of issue	£75.00			£75.00	£0.00	£75.00	OS
	Fee set by Government - discounted if paid within 10 days	£60.00			£60.00	£0.00	£60.00	OS
Abandoning a Vehicle	Fee set by Government - payable within 14 days of issue	£200.00			£200.00	£0.00	£200.00	OS
Nuisance Parking	Fee set by Government - payable within 14 days of issue	£100.00			£100.00	£0.00	£100.00	OS
Failure to comply with Dog Control Order	Fee set by Council - payable within 14 days of issue	£75.00			£75.00	£0.00	£75.00	OS
	Fee set by Council - discounted if paid within 10 days	£50.00			£50.00	£0.00	£50.00	OS
Anti Social Behaviour Crime and Policing Act 2014 - Community Protection Notice	Fee set by Council - payable within 14 days of issue	£75.00			£75.00	£0.00	£75.00	OS
	Fee set by Council - discounted if paid within 10 days	£50.00			£50.00			
Anti Social Behaviour Crime and Policing Act 2014 - Public Space Protection Order	Fee set by Council - payable within 14 days of issue	£75.00			£75.00	£0.00	£75.00	OS
	Fee set by Council - discounted if paid within 10 days	£50.00						
Flytipping	Fee set by Council				£400.00	£0.00	£400.00	OS
	Fee set by Council - discounted if paid within 10 days				£250.00	£0.00	£250.00	OS
Smoking Free Regulations - Premises / Vehicles	Fee set by Government - payable within 14 days of issue	£50.00			£50.00	£0.00	£50.00	OS

6. Recommendation

Members are requested to recommend to Council the charges for 2017/18. with further work to be undertaken to review impacts prior to 2018/19 fee setting.

FEES AND CHARGES REPORT

APPENDIX K - LAND CHARGES SERVICES

1. Background

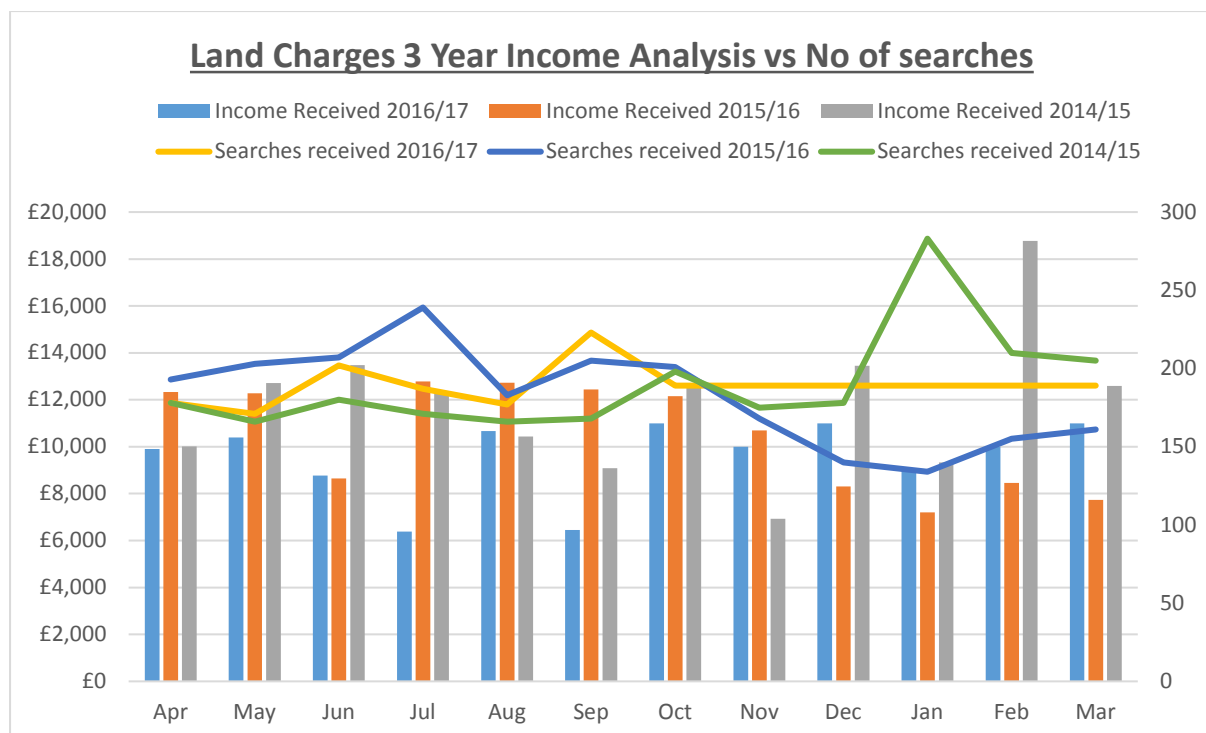
The provision of a public register in the Local Land Charges service is a statutory requirement that provides an income to the authority on a cost recovery basis. The service is a key part of the wider conveyancing process used to buy, sell re-mortgage etc. land and property within England and Wales.

Standard information is requested by conveyancers. This is split into two parts, information that is held within the register (statutory element) and information which forms part of the CON29, which makes reference to the contract that the Law Society and Local Authorities work under when requesting and providing this information.

There is a proposal within the new Infrastructure Act, to centralise the statutory element of the Local Land Charges search and make Land Registry responsible for administering the register. The Local Authority will retain liability and responsibility for information provided from the register.

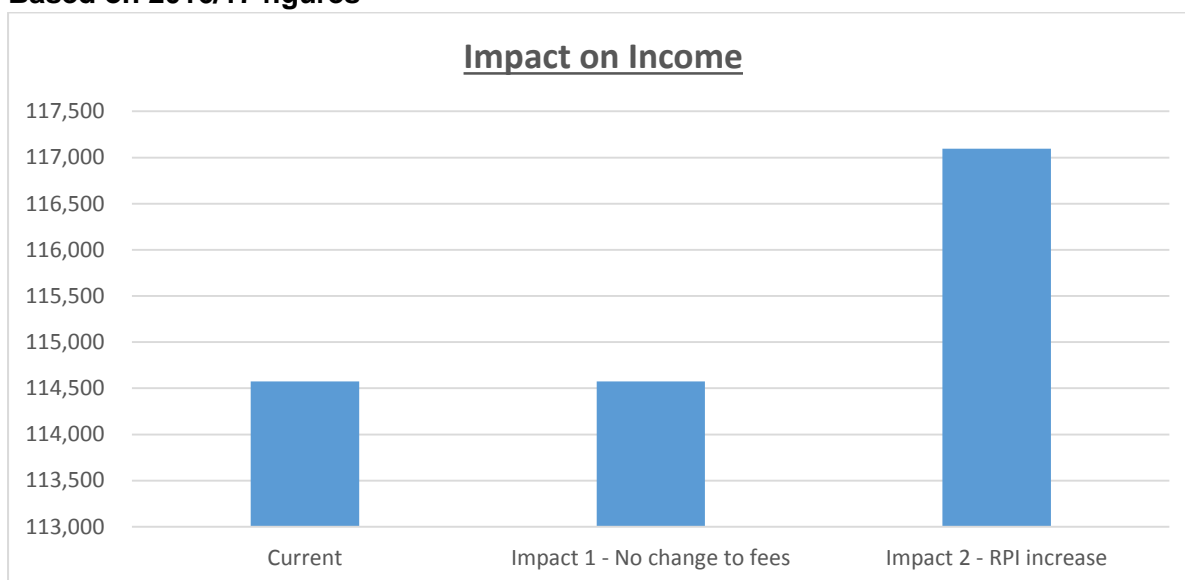
2. Impact of Different Options

Please note that October 2016 to March 2017 is a forecast. It is recommended to add RPI % to the fees. There has also been a Law Society change in 2016/17 which has resulted in lower income levels of approximately £10k which has been reflected in the income budgets for Land Charges from 2017/18 onwards.



	Total	Budget	Under/(over)
Income Received 2016/17	114,575	125,000	10,425
Income Received 2015/16	125,749	125,000	(749)
Income Received 2014/15	141,767	125,000	(16,767)

Based on 2016/17 figures



An in depth review of fees and charges will be undertaken at 2018/19 budget setting after the implementation of the new automated IT system which is planned to go live in December 2016. After this point there will be sufficient data to analyse to ensure that full cost recovery is achieved. Therefore as an interim measure we are proposing to only increase the fees by RPI for 2017/18.

3. Pricing

The Land Charge function is dependent on market demand in addition to the economy.

	Actual 14/15	Actual 15/16	Forecast 16/17	Budget 17/18
Income	-142,040	-151,288	-115,000	-115,000
Direct Costs	107,984	116,042	130,900	128,100
Overheads	53,199	131,956	31,700	31,700
Net Income	19,144	96,710	47,600	44,800

Note: Overheads for 2015/16 are high due to a National legal challenge.

Benchmarking has highlighted that with a few exceptions we are below the median level of comparative authorities and suggests the fees could be raised and still remain at a level that could easily be considered reasonable. Once the new IT system has been implemented then a full review will be completed.

Table of past fees (2016/17) and forecast fees (2017/18) at current rates and then at proposed rates

Based on 16/17 activity	£
Current	114,575
Impact 1 - No change to fees	114,575
Impact 2 - RPI increase	117,096

4. Understanding Customers and Markets

The Local Land Charges service (LLC), over the years has achieved a reputation across the district as being a quality and accurate service. This reputation has been built, primarily, by one person, who has led the service with professionalism, attention to detail and a huge, in depth knowledge of this statutory provision. A core group of customers have remained loyal to the service because of this, however there has been no formal attempt by the service to increase its market share due to the lack of resilience in service due to the antiquated process and procedures created by the paper based systems.

The Service did not increase its Non-Statutory fees in 2016/17 and they remained at the level set in 2015/16.

5. Proposed Charges

For non-statutory charges the Land Charges Service proposes to apply an increase equivalent to RPI, ensuring full cost recovery by 2020/21 after the new IT system has been implemented as illustrated below;

Prosperous Communities Committee		Land Charges						
		Current Net Charge	Proposed Increase		Proposed Net Charge	VAT Amount	Total Charge Incl VAT	VAT rate included
		2016/17 £	%	£	2017/18 £	£	2017/18 £	
Access to data	registers (includes £5 admin fee)	£19.00	2.20%	£0.42	£19.50	£0.00	£20.00	OS
	Cancellation Fee	£5.00	2.20%	£0.11	£5.20	£0.00	£5.20	OS
LLC1:	Any one part of the register	£6.15	2.20%	£0.14	£6.30	£0.00	£6.30	OS
	Whole of the register	£19.00	2.20%	£0.42	£19.50	£0.00	£19.50	OS
	Per additional parcel (maximum of £16)	£1.00	2.20%	£0.02	£1.10	£0.00	£1.10	OS
CON 29R	One parcel	£61.00	2.20%	£1.34	£62.40	£12.48	£74.88	S
	Each additional parcel	£13.50	2.20%	£0.30	£13.80	£2.76	£16.56	S
	Lincolnshire County Council Fee *	£20.00	2.20%	£0.44	£20.50	£4.10	£24.60	S
CON 290								
submitted with CON29R or LLC1	Each printed enquiry	£15.00	2.20%	£0.33	£15.40	£3.08	£18.48	S
submitted on its own	Each printed enquiry	£15.00	2.20%	£0.33	£15.40	£3.08	£18.48	S
Administration Fee		£10.00	2.20%	£0.22	£10.30	£2.06	£12.36	S
Additional Enquiries	Per additional enquiry	£26.00	2.20%	£0.57	£26.60	£5.32	£31.92	S
Filing a definitive certificate of the Lands Tribunal		£2.50	2.20%	£0.06	£2.60	£0.00	£2.60	OS
Office copy of an entry in the register (not including a copy or extract of any plan or document filed pursuant to these rules)								OS
Fee set according to time and work involved								

* Please note: LCC have not as yet advised if this fee is to change. Any change in cost will be passed on to the purchaser

6. Recommendation

Members are asked to approve charges for 2017/18 as detailed below;

Members are requested to recommend to Council the charges for 2017/18 with further work to be undertaken to review impacts after the implementation of the new IT system and prior to 2018/19 fee setting ensuring full cost recovery by 2020/21.

FEES AND CHARGES REPORT

APPENDIX L - LICENSING SERVICES

1. Background

The Licensing service processes many different types of licences, (the majority of which but not all) incur a fee for the service we provide and can be broken down into the following categories;

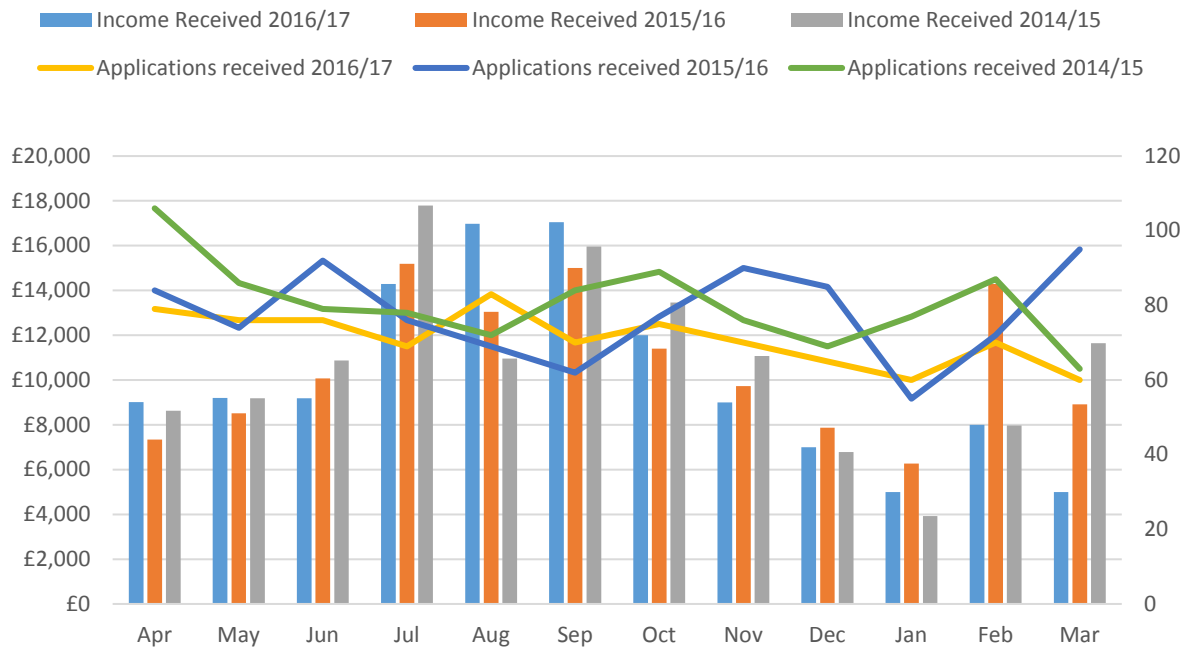
- Licensing Fees – which are statutory set fees dependent upon type of application, the details of which are known by the Team Manager each year. The majority of these are derived from alcohol, entertainment and late night refreshment, all of which are governed by the Licensing Act 2003. It is important to note that the mandatory fees applied under this legislation have not been amended since the regime commenced in 2005 and in some cases we cannot recover our costs. Typically fees within this category are set for the sale of alcohol and entertainment in pubs, clubs, off-licences and supermarkets.
- Licensing Fees – which are totally discretionary gives us the opportunity to set the fees accordingly to recover the costs incurred. Typically fees within this category are set for dog breeding, boarding, pet shops, riding establishments, sex establishments and scrap metal etc.
- Licensing Fees – which are partially discretionary which allows us to set the fees to recover costs, however the fees we set are limited to prevent going beyond a statutory ceiling. Typically fees within this category are set for betting shops, betting tracks, bingo and adult gaming premises etc all of which are governed by the Gambling Act 2005.
- There are also a number of applications that we process whereby we are prevented from setting any fee, such as house to house collections, street collections and some caravan site licences.

Whilst some of the fees are partially statutory charges the authority has the flexibility to set the fee up to a maximum. As with other service areas we are required to comply with the relevant regulations when compiling the fees and must be ready to justify the levels.

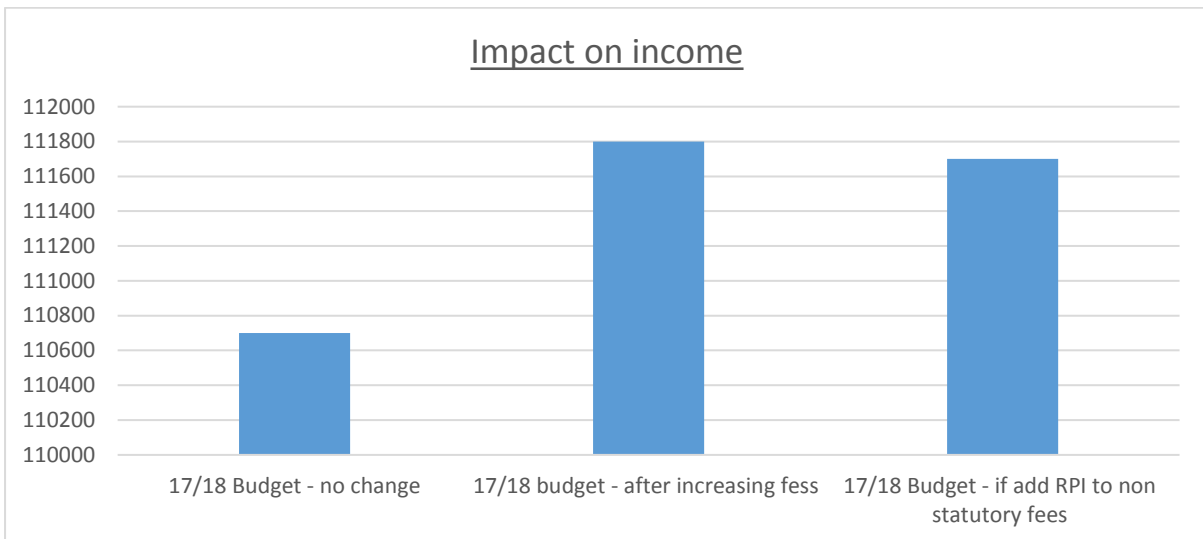
2. Impact of Different Options

Please note that Oct 2016 to Mar 2017 is a forecast. A full Analysis of fees and charges has been undertaken with a view to achieving full cost recovery. Some fees are limited as they have a price ceiling that we can't go over.

Licensing 3 Year Income Analysis vs Number of Applications



	Total	Budget	Under/(over)
Income Received 2016/17	121,714	131,300	9,586
Income Received 2015/16	127,632	141,500	13,868
Income Received 2014/15	128,250	127,300	(950)



Many of the fees within the Licensing service are statutory or statutory with a ceiling range as to what we can charge. After a thorough review it can be confirmed that we are currently at full cost recovery on most of the Licensing fees. Therefore the proposal is to only increase 6 of the fees as outlined below with the addition of 4 new fees.

		Current Fee	New Fee	Increase %	Notes
Knowledge Test Fee	New or Lapsed Driver Licenses	25.00	28.00	12	Increase fee
Knowledge Test Fee	Retest	25.00	28.00	12	Increase fee
Replacement Plate	Plate Only		27.00		New Fee
Replacement Plate	Plate and Bracket	50.00	36.00	-28	Fee reduction
Pet Shops	New	159.00	175.00	10	Increase fee
	Renewal	159.00	175.00	10	Increase fee
Dog Breeding	Renewal	199.00	220.00	11	Increase fee
Animal Boarding Establishments including Home Boarding	Cats or Dogs - Renewal	199.00	220.00	11	Increase fee
	Home Boarding - New		145.00		New Fee
	Home Boarding - Renewal		145.00		New Fee
Zoos - Annual Inspection	Officer hourly rate		58.00		New Fee

3. Pricing

The Licensing function is not dependent on the local plan, or particularly the availability of skilled workers, however any form of growth within the district has the potential to impact on our service provision by placing increased demand of our services which in turn has the potential to generate income further also.

Broadly speaking, both the number of applications received and the income generated has been consistent over recent years.

Actual income for 2014/15 = £137k

Actual income for 2015/16 = £132k

Forecasted income for 2016/17 = £126k

The reduced income figure forecasted above is not unexpected and in the main is due to reduced applications from the taxi trade. This is for two reasons:

- 1) A policy was implemented to prevent 'out of area' taxi operators being licensed by this authority (and then trading elsewhere in the country)
- 2) Changes in legislation effective from October 2015 which means that taxi drivers are now issued a licence for a three year duration compared to the previous system whereby they were licensed annually

The impact of the above reasons will be felt within future years and has been recognised within the MTFP. Budget has reduced from £131,300 in 16/17 to £116,400 in 2017/18 mainly due to this change. This has resulted in the net budget not balancing to zero in 2017/18 due to reduced activity levels.

It is worth noting that we cannot recover the cost of enforcement through our licence fees and additionally, we also process some permits/licences whereby we receive no income at all e.g. House to House Collections, Street Collections and some Caravan site licences, therefore we can never totally recover our costs.

	Actual 14/15	Actual 15/16	Forecast 16/17	Budget 17/18
Income	-136,754	-132,291	-126,300	-116,400
Direct Costs	110,549	115,258	110,200	111,400
Overheads	26,092	67,788	50,400	50,400
Net Income	-113	50,755	34,300	45,400

WLDC are at the lower end of the charging scale through the benchmarking process but given the low number of establishments falling within this category it is not deemed to be one where we can be making significant increases.

4. Understanding Customers and Markets

The service has not carried out any customer satisfaction surveys relative to fee setting. 98% of licence applications are processed within the agreed timescales, the majority of which are from the statutory regime, which in turn have their own set turnaround times which we have to comply with, therefore it is highly unlikely that there is any scope for applicants to pay more for a faster turnaround.

At 2016/17 budget setting 10% had been applied where we are not at the median and 6% where we are already at the median.

5. Proposed Charges

Statutory charges will be applied in accordance with legislation.

For other charges the Licensing Service proposes to apply the following as illustrated below;

Current Net Charge	Proposed Increase		Proposed Net Charge	VAT Amount	Total Charge Incl VAT	VAT Rate
	% Type	or £				
2016/17 £			2017/18 £	£	£	

Bingo Premises Licence

Application Fee for Provisional Statement	953.70		£953.70	£0.00	£953.70	OS
Licence for Provisional Statement Premises	859.10		£859.10	£0.00	£859.10	OS
Application Fee New Premises	953.70		£953.70	£0.00	£953.70	OS
Annual Fee	796.06		£796.06	£0.00	£796.06	OS
Variation of Licence	953.70		£953.70	£0.00	£953.70	OS
Transfer Fee	826.10		£826.10	£0.00	£826.10	OS
Application for Reinstatement	826.10		£826.10	£0.00	£826.10	OS

Adult Gaming Centre

Application Fee for Provisional Statement	953.70		£953.70	£0.00	£953.70	OS
Licence for Provisional Statement Premises	859.10		£859.10	£0.00	£859.10	OS
Application Fee New Premises	953.70		£953.70	£0.00	£953.70	OS
Annual Fee	826.10		£826.10	£0.00	£826.10	OS
Variation of Licence	867.00		£867.00	£0.00	£867.00	OS
Transfer Fee	826.10		£826.10	£0.00	£826.10	OS
Application for Reinstatement	826.10		£826.10	£0.00	£826.10	OS

Family Entertainment Centre

Application Fee for Provisional Statement	953.70		£953.70	£0.00	£953.70	OS
Licence for Provisional Statement Premises	858.00		£858.00	£0.00	£858.00	OS
Application Fee New Premises	953.70		£953.70	£0.00	£953.70	OS
Annual Fee	750.00		£750.00	£0.00	£750.00	OS
Variation of Licence	867.00		£867.00	£0.00	£867.00	OS
Transfer Fee	796.06		£796.06	£0.00	£796.06	OS
Application for Reinstatement	796.06		£796.06	£0.00	£796.06	OS

Betting Premises (Other)

Application Fee for Provisional Statement	953.70		£953.70	£0.00	£953.70	OS
Licence for Provisional Statement Premises	858.00		£858.00	£0.00	£858.00	OS
Application Fee New Premises	953.70		£953.70	£0.00	£953.70	OS
Annual Fee	600.00		£600.00	£0.00	£600.00	OS
Variation of Licence	953.70		£953.70	£0.00	£953.70	OS
Transfer Fee	826.10		£826.10	£0.00	£826.10	OS
Application for Reinstatement	826.10		£826.10	£0.00	£826.10	OS

Betting Premises (Tracks)

Application Fee for Provisional Statement	953.70		£953.70	£0.00	£953.70	OS
Licence for Provisional Statement Premises	858.00		£858.00	£0.00	£858.00	OS
Application Fee New Premises	953.70		£953.70	£0.00	£953.70	OS
Annual Fee	750.00		£750.00	£0.00	£750.00	OS
Variation of Licence	953.70		£953.70	£0.00	£953.70	OS
Transfer Fee	796.06		£796.06	£0.00	£796.06	OS
Application for Reinstatement	796.06		£796.06	£0.00	£796.06	OS

Miscellaneous

Change of Circumstances	49.82		£49.82	£0.00	£49.82	OS
Fee for Copy of a Licence Under the Gambling Act 2005	24.00		£24.00	£0.00	£24.00	OS
Temporary Usage License	377.30		£377.30	£0.00	£377.30	OS

Unlicensed FEC's & Prize Gaming Permits (10 year duration)

New Gaming Machine Permit (no annual fee)	300.00		£300.00	£0.00	£300.00	OS
Renewal	300.00		£300.00	£0.00	£300.00	OS
Change of name on permit	25.00		£25.00	£0.00	£25.00	OS
Copy of permit	15.00		£15.00	£0.00	£15.00	OS
New Prize Gaming Permit (no annual fee)	300.00		£300.00	£0.00	£300.00	OS
Renewal	300.00		£300.00	£0.00	£300.00	OS
Change of name on permit	25.00		£25.00	£0.00	£25.00	OS
Copy of permit	15.00		£15.00	£0.00	£15.00	OS

Club Gaming Permit & Club Machine Permit (10 year duration)

New Grant Club Gaming Permit	200.00		£200.00	£0.00	£200.00	OS
New Grant Club Gaming Permit with Club Premises Certificate	100.00		£100.00	£0.00	£100.00	OS
Renewal	200.00		£200.00	£0.00	£200.00	OS
Renewal with Club Premises Certificate	100.00		£100.00	£0.00	£100.00	OS
Annual fee	50.00		£50.00	£0.00	£50.00	OS
Variation	100.00		£100.00	£0.00	£100.00	OS
Copy of permit	15.00		£15.00	£0.00	£15.00	OS
New Grant Club Machine Permit	200.00		£200.00	£0.00	£200.00	OS
New Grant Club Machine Permit with Club Premises Certificate	100.00		£100.00	£0.00	£100.00	OS
Renewal	200.00		£200.00	£0.00	£200.00	OS
Renewal with Club Premises Certificate	100.00		£100.00	£0.00	£100.00	OS
Annual fee	50.00		£50.00	£0.00	£50.00	OS
Variation	100.00		£100.00	£0.00	£100.00	OS
Copy of permit	15.00		£15.00	£0.00	£15.00	OS

Lotteries

Society Lottery - New	40.00		£40.00	£0.00	£40.00	OS
Society Lottery - Renewal	20.00		£20.00	£0.00	£20.00	OS

Machines in Alcohol Licensed premises - 3 or more Machines

New	150.00		£150.00	£0.00	£150.00	OS
Annual Fee	50.00		£50.00	£0.00	£50.00	OS
Transfer	25.00		£25.00	£0.00	£25.00	OS
Variation	100.00		£100.00	£0.00	£100.00	OS
Change of name on permit	25.00		£25.00	£0.00	£25.00	OS
Copy of gaming machine permit	15.00		£15.00	£0.00	£15.00	OS
Up to 2 Machines	50.00	One-off fee	£50.00	£0.00	£50.00	OS

2016/17	Proposed Increase		2017/18	VAT Amount	2017/18 Charge Inc. VAT	VAT Rate
£	% Type	or £	£	£	£	

Taxi Licensing (Including Horse Drawn Omnibus)

Driver's Licence Application (3Yr)	New/Renewal	£156.00	0.00%	£0.00	£156.00	£0.00	£156.00	OS
Knowledge Test Fee	New or Lapsed Driver Licenses	£25.00	0.00%	£3.00	£28.00	£0.00	£28.00	OS
Knowledge Test Fee	Retest	£25.00	0.00%	£3.00	£28.00	£0.00	£28.00	OS
DBS Check	On New or Renewal	£44.00	0.00%	£0.00	£44.00	£0.00	£44.00	OS
DBS Admin Fee*	On New or Renewal	£10.00	0.00%	£0.00	£10.00	£2.00	£12.00	S
	<i>*This fee is controlled by LCC and subject to change</i>							
Vehicle Licence	New	£249.00	0.00%	£0.00	£249.00	£0.00	£249.00	OS
Vehicle Licence	Renewal	£249.00	0.00%	£0.00	£249.00	£0.00	£249.00	OS
Replacement Plate	Plate Only	£0.00	0.00%	£27.00	£27.00	£0.00	£27.00	OS
Replacement Plate	Plate and Bracket	£50.00	0.00%	-£14.00	£36.00	£0.00	£36.00	OS
Private Hire Operators Licence (5Yr)		£210.00	0.00%	£0.00	£210.00	£0.00	£210.00	OS
Transfer of Ownership of Taxi/Private Hire Vehicle Licence		£25.00	0.00%	£0.00	£25.00	£0.00	£25.00	OS

Alcohol and Entertainment Licences**New Premises Licence**

Category A		£100	0.00%	£0.00	£100.00	£0.00	£100.00	OS
Category B		£190	0.00%	£0.00	£190.00	£0.00	£190.00	OS
Category C		£315	0.00%	£0.00	£315.00	£0.00	£315.00	OS
Category D		£450	0.00%	£0.00	£450.00	£0.00	£450.00	OS
Category E		£635	0.00%	£0.00	£635.00	£0.00	£635.00	OS
Large scale application >4999		£1000 minimum	0.00%	£0.00	£1000 minimum	£0.00	£1000 minimum	OS
Variation of Premises Licence		£100 - £635	0.00%	£0.00	£100 - £635	£0.00	£100 - £635	OS
Change of DPS or Dissapplication of DPS		£23	0.00%	£0.00	£23.00	£0.00	£23.00	OS

Annual fee demand

Category A		£70	0.00%	£0.00	£70.00	£0.00	£70.00	OS
Category B		£180	0.00%	£0.00	£180.00	£0.00	£180.00	OS
Category C		£295	0.00%	£0.00	£295.00	£0.00	£295.00	OS
Category D		£320	0.00%	£0.00	£320.00	£0.00	£320.00	OS
Category E		£350	0.00%	£0.00	£350.00	£0.00	£350.00	OS
Large scale annual fee >4999		£500 minimum	0.00%	£0.00	£500 minimum	£0.00	£500 minimum	OS
Minor Variation		£89	0.00%	£0.00	£89.00	£0.00	£89.00	OS
Provisional Statement		£195	0.00%	£0.00	£195.00	£0.00	£195.00	OS
Register of Interest		£21	0.00%	£0.00	£21.00	£0.00	£21.00	OS
Copy of Licence		£10.50	0.00%	£0.00	£10.50	£0.00	£10.50	OS
Club Premises Certificate - New		£100 - £635	0.00%	£0.00	£100 - £635	£0.00	£100 - £635	OS
Club Premises Certificate - Variation		£100 - £635	0.00%	£0.00	£100 - £635	£0.00	£100 - £635	OS
Club Premises Certificate - Minor Variation		£89	0.00%	£0.00	£89.00	£0.00	£89.00	OS
Personal Licence - New		£37	0.00%	£0.00	£37.00	£0.00	£37.00	OS
Personal Licence - Change of name/address		£10.50	0.00%	£0.00	£10.50	£0.00	£10.50	OS
Personal Licence - Copy of Licence (card part, paper part or both)		£10.50	0.00%	£0.00	£10.50	£0.00	£10.50	OS
Transfer of Premises Licence		£23	0.00%	£0.00	£23.00	£0.00	£23.00	OS
Temporary Event Notice		£21	0.00%	£0.00	£21.00	£0.00	£21.00	OS
Sex Shop Licences and Sexual Entertainment Venues	Initial application	£1,950.00	0.00%	£0.00	£1,950.00	£0.00	£1,950.00	OS
	Renewal	£1,528.52	0.00%	£0.00	£1,528.52	£0.00	£1,528.52	OS
	Transfer fee	£395.00	0.00%	£0.00	£395.00	£0.00	£395.00	OS
Pet Shops	New	£159.00	0.00%	£16.00	£175.00	£0.00	£175.00	OS
	Renewal	£159.00	0.00%	£16.00	£175.00	£0.00	£175.00	OS
Animal Boarding Establishments including Home Boarding (Excludes vet fees payable direct to vet)	Cats or Dogs - New - Admin Fee Only	£79.00	0.00%	£0.00	£79.00	£0.00	£79.00	OS
	Cats or Dogs - Renewal	£199.00	0.00%	£21.00	£220.00	£0.00	£220.00	OS
	Dual Usage - New - Admin Fee Only	£79.00	0.00%	£0.00	£79.00	£0.00	£79.00	OS
	Dual Usage - Renewal	£259.00	0.00%	£0.00	£259.00	£0.00	£259.00	OS
	Home Boarding - New	£0.00	0.00%	£145.00	£145.00	£0.00	£145.00	OS
	Home Boarding - Renewal	£0.00	0.00%	£145.00	£145.00	£0.00	£145.00	OS
Horse Riding Establishment (Excluding vet fees)	Admin Cost - New or Renewal	£79.00	0.00%	£0.00	£79.00	£0.00	£79.00	OS
Dog Breeding	New	£79.00	0.00%	£0.00	£79.00	£0.00	£79.00	OS
	Renewal	£199.00	0.00%	£21.00	£220.00	£0.00	£220.00	OS
Dangerous Wild Animals (Excluding vet fees) - 2 yr licence	Vets fees plus admin costs	£140.00	0.00%	£0.00	£140.00	£0.00	£140.00	OS
Zoos (Excluding vet fees) - payable at 4yr initial application	Vets fees plus admin costs	£350.00	0.00%	£0.00	£350.00	£0.00	£350.00	OS
Zoos (Excluding vet fees) - payable at 6yr intervals	Vets fees plus admin costs of	£499.00	0.00%	£0.00	£499.00	£0.00	£499.00	OS
Zoos - Annual Inspection	Officer hourly rate	£0.00	0.00%	£58.00	£58.00	£0.00	£58.00	OS
Scrap Metal								
New Collectors fee - 3 yr		£199.00	0.00%	£0.00	£199.00	£0.00	£199.00	OS
Collectors fee renewal - 3 yr		£199.00	0.00%	£0.00	£199.00	£0.00	£199.00	OS
Change details, name/address		£100.00	0.00%	£0.00	£100.00	£0.00	£100.00	OS
New Site fee - 3 yr		£1,298.00	0.00%	£0.00	£1,298.00	£0.00	£1,298.00	OS
Renewal - 3 yr		£1,298.00	0.00%	£0.00	£1,298.00	£0.00	£1,298.00	OS
Change of site manager		£70.00	0.00%	£0.00	£70.00	£0.00	£70.00	OS
Skin Piercing	Premises registration	£174.00	0.00%	£0.00	£174.00	£0.00	£174.00	OS
Skin Piercing	Personal registration	£45.00	0.00%	£0.00	£45.00	£0.00	£45.00	OS
Street Trading Consents		£170.00	0.00%	£0.00	£170.00	£0.00	£170.00	OS
Copy of Any License Not Covered by the Licensing Act 2003 or Gambling Act 2005		£24.00	0.00%	£0.00	£24.00	£0.00	£24.00	OS

6. Recommendation

Members are asked to approve charges for 2017/18 as detailed below;

Members are requested to the recommend to Council the fees as detailed above, only applying an increase of no more than 10% where we are not at full cost recovery.

FEES AND CHARGES REPORT

APPENDIX M – GAINSBOROUGH MARKET

1. Background

Gainsborough general market takes place every Tuesday and Saturday, with stalls located in the Market Place and Silver Street.

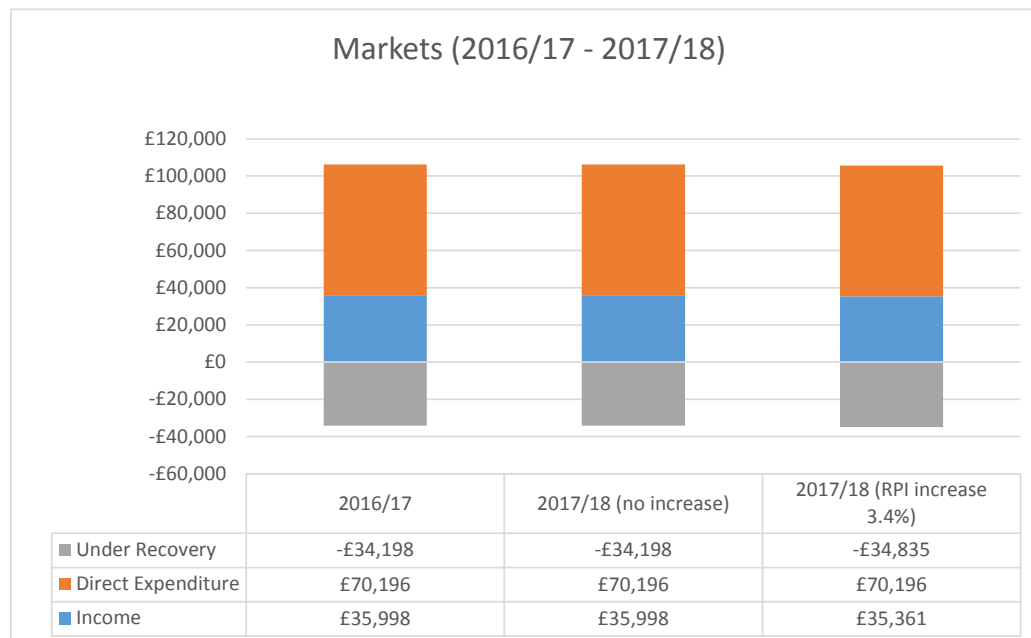
The market function is now part of Operational Services and is managed on a day to day basis by the Market Officer.

Traders pay their stall fees by monthly invoice and there is no longer a cash collection of rents on market days. Current rental charges for Casual Traders are £17.50 per stall and £25.50 for a Vending Van on Tuesday or for Registered Traders, £16 per stall and £23.50 for a Vending Van. Charges for Saturday are £16.50 for stalls and £20 for Vending Vans for Casual Traders and £10/£15 respectively for Registered Traders. Registered Traders are entitled to 4 weeks annual leave per year, which is deducted from their monthly invoice total.

Gainsborough market is a key feature of the town and helps to attract footfall to support the wider shopping area, particularly on a Tuesday. However, consistent with the national picture, Gainsborough market has been in decline in recent years due to changing retail habits. Financial pressures have placed further strain on the resources needed to manage and develop the market.

The market is now subject to review and future delivery options are currently being considered by the Council's Prosperous Communities Committee.

2. Impact of Different Options



It is estimated that an increase in charges of around 3% based on RPI would drive a reduction in utilisation of around 5%.

3. Pricing

A breakdown of the costs associated with this function for the past 3 years is shown below. This shows how income from the market has decreased as stall numbers have declined. Direct expenditure has reduced; there have been some efficiencies within the operational teams but the higher spend in 2013/14/15 can mainly be attributed to additional settlement payments made to staff, a programme of stall repairs and some additional markets. The actual spend for the core operational function is relatively consistent.

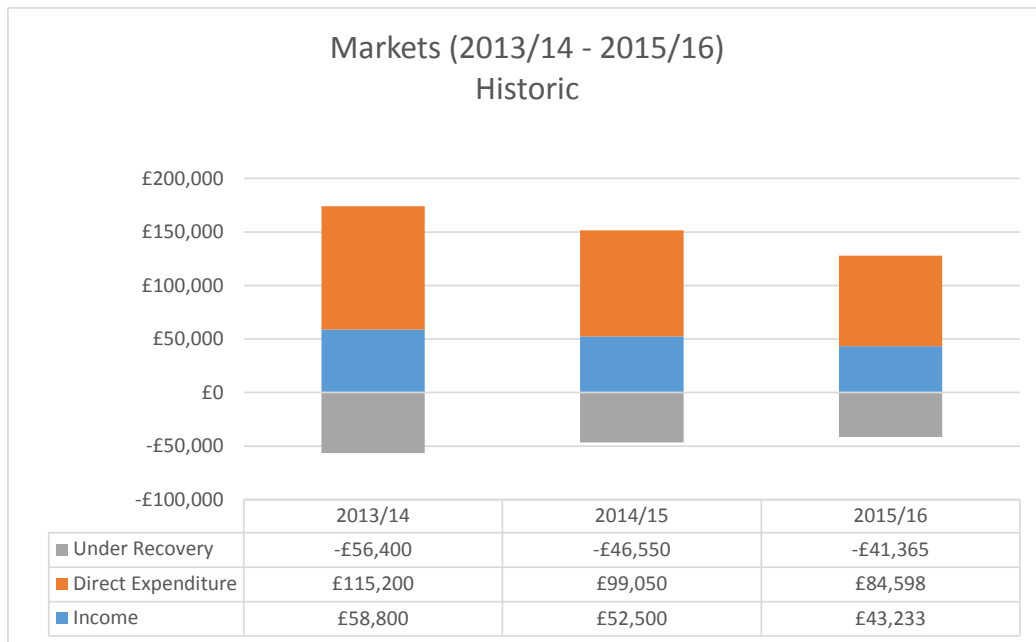
The current market review focusses on a range of options which will deliver further efficiency savings, an effective management structure and stabilise the market stall numbers (with the potential for modest growth).

	2013/2014	2014/2015	2015/2016
INCOME			
Tuesday Stalls	£41,800	£40,600	£32,661
Saturday Stalls	£14,000	£10,600	£9,212
Other	£3,000	£1,300	£1,360
Total Income	£58,800	£52,500	£43,233
EXPENDITURE			
Direct Expenditure	£115,200	£99,050	£84,598
Overheads	£40,300	£36,200	£30,900
Total Expenditure	£155,500	£135,250	£115,498
Total Direct Subsidy Exc. Overheads	£56,400	£46,550	£41,365
Total Direct Subsidy Inc. Overheads	£96,700	£82,750	£72,265

As outlined above, current trader payment arrangements as via monthly invoice and there is no longer a cash collection of rents on market days. Registered Traders are entitled to 4 weeks annual leave per year, which is deducted from their monthly invoice total.

As of April 2016, outstanding market payments amounted to **£8,864.76**; £6,775 for the year 2015/16 and £2,090 for 2014/15. The level of arrears has increased during 2015/16, following the introduction of invoicing for all Trader fees (prior to this, payment by monthly invoice was optional and many traders chose to pay in cash on a weekly basis).

Given the increase in arrears, the method of market fee payments is now being considered as part of the wider review of the function.



4. Understanding Customers and Markets

The market function is currently the subject of an in-depth review by the Prosperous Communities Committee. The aim of this review is to deliver a more efficient and effective service and a range of future delivery options are being considered. It is likely that consultation and further engagement with staff, traders and wider stakeholders will be required as part of this process.

5. Proposed Charges

In light of this ongoing review and given the current decline in numbers, it is proposed to freeze the market stall fees for 2017/18.

Prosperous Communities Committee **Markets**

Current Net Charge 2016/17 £	Proposed Increase		Proposed Net Charge 2017/18 £	VAT Amount £	Total Charge Incl VAT £	VAT rate included
	%	Type				

Gainsborough Market

Tuesday Market
Registered Trader

1 stall	£16.00		£0.00	£16.00	£0.00	£16.00	X
2 stalls	£27.00		£0.00	£27.00	£0.00	£27.00	X
3 stalls	£35.00		£0.00	£35.00	£0.00	£35.00	X
4 stalls	£43.00		£0.00	£43.00	£0.00	£43.00	X
5 stalls	£51.00		£0.00	£51.00	£0.00	£51.00	X

Casual Trader

1 stall	£17.50		£0.00	£17.50	£0.00	£17.50	X
2 stalls	£35.00		£0.00	£35.00	£0.00	£35.00	X
3 stalls	£52.50		£0.00	£52.50	£0.00	£52.50	X
4 stalls	£70.00		£0.00	£70.00	£0.00	£70.00	X
5 stalls	£87.50		£0.00	£87.50	£0.00	£87.50	X

Saturday Market

Registered Trader

1 stall	£10.00		£0.00	£10.00	£0.00	£10.00	X
2 stalls	£20.00		£0.00	£20.00	£0.00	£20.00	X
3 stalls	£25.00		£0.00	£25.00	£0.00	£25.00	X
4 stalls	£30.00		£0.00	£30.00	£0.00	£30.00	X
5 stalls	£35.00		£0.00	£35.00	£0.00	£35.00	X

Casual Trader

1 stall	£16.50		£0.00	£16.50	£0.00	£16.50	X
2 stalls	£33.00		£0.00	£33.00	£0.00	£33.00	X
3 stalls	£49.50		£0.00	£49.50	£0.00	£49.50	X
4 stalls	£66.00		£0.00	£66.00	£0.00	£66.00	X
5 stalls	£82.50		£0.00	£82.50	£0.00	£82.50	X

All new traders offered £7.50 per stall on Saturday for a maximum of 6 months
 The 6 month period will be cumulative and will be calculated on a rolling basis for each trader
 Once a trader has had 6 months discount no further discounts will be given irrespective of time gap between trading

Other Units (Vending Vans, Trailers etc)

Tuesday Market

Registered	£23.50			£23.50	£0.00	£23.50	X
Casual	£25.50			£25.50	£0.00	£25.50	X

Saturday Market

Registered	£15.00			£15.00	£0.00	£15.00	X
Casual	£20.00			£20.00	£0.00	£20.00	X

6. Recommendation

Members are requested to recommend to Council the charges for 2017/18 are not increased with a further review to take place the following year.

FEES AND CHARGES REPORT

APPENDIX N - PLANNING SERVICES

1. Background

The Planning service has a number of Fees and Charges namely:

- Planning Application Fees – Statutory set fees by Central Government and are dependent upon type of application. Fees are not reviewed annually. At this time there are no planned increases this year and we have not been informed of any planned increases next year.
- Pre Application Advice – enhanced service to improve customer experience and reduce time spent on invalid applications by identifying potential issues prior to plan submission. Fees for this service can be set locally by WLDC.

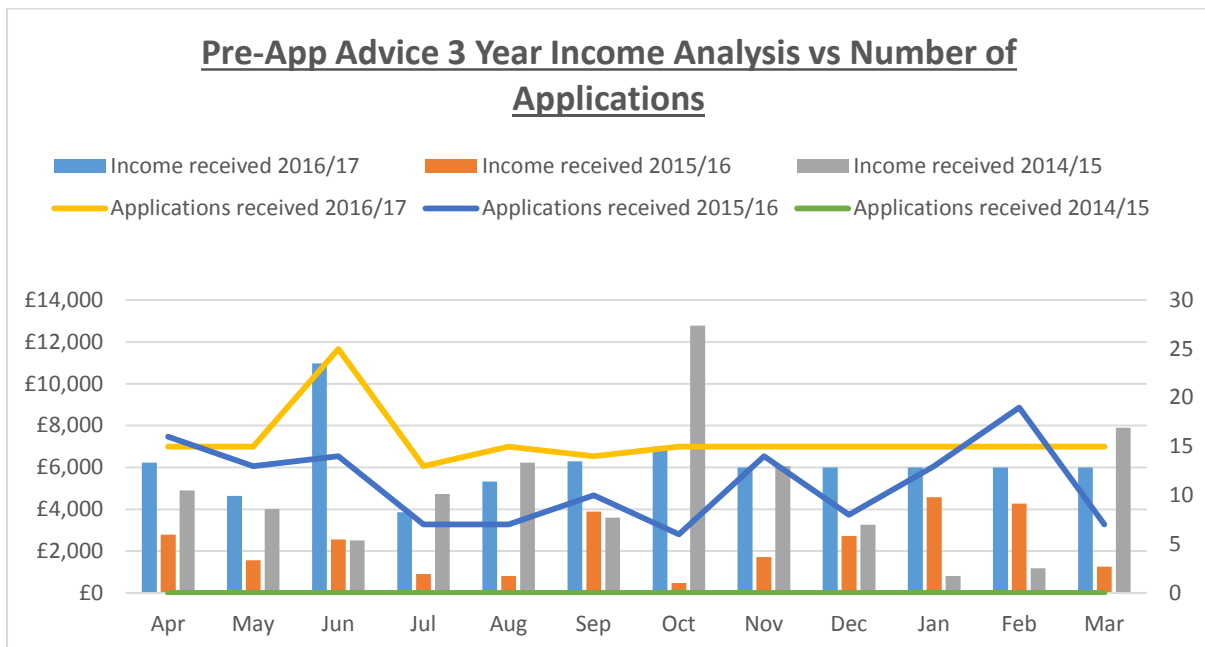
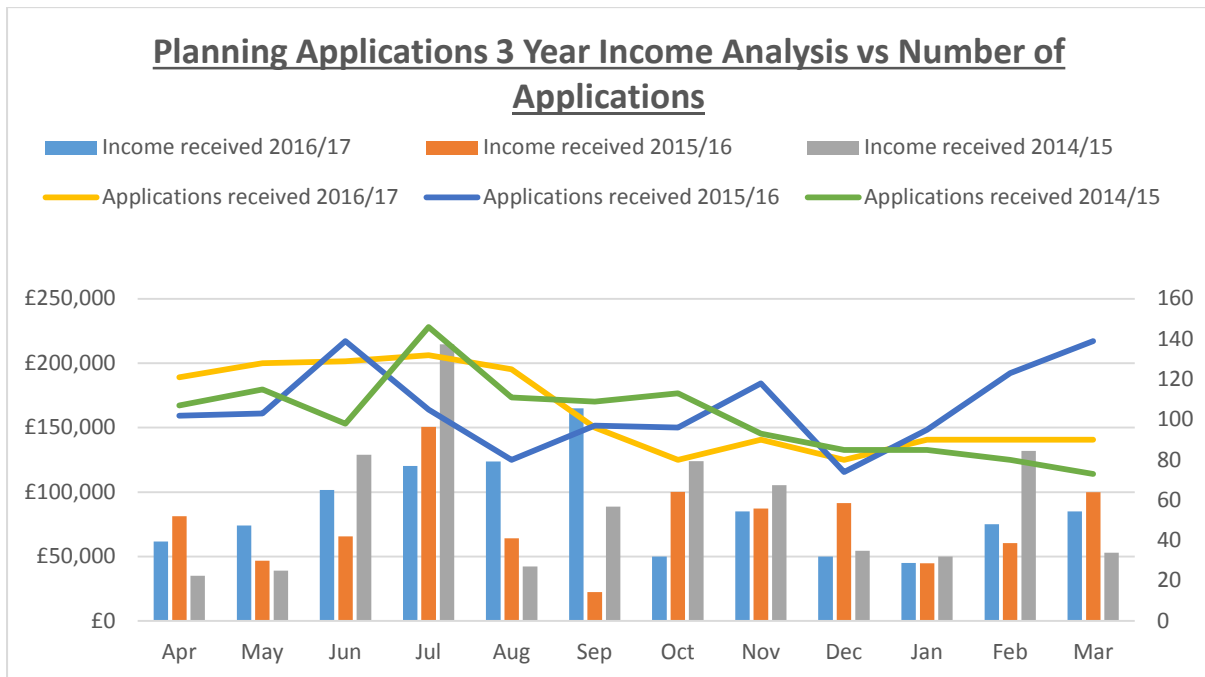
For 2016/17 the Planning service is expected to cover its costs and bring in more income to WLDC than the cost of providing the service.

During the current financial year there has been a strong focus on reducing service costs, a key part of this has been eliminating the high level of reliance on agency support staff. At the same time use of the service has steadily grown, application numbers are at a record high and accordingly income has followed this trend and exceeded budget targets. The section has undergone a management restructure in 2016 and during the next 12 months the new computer system is planned to bring further efficiencies.

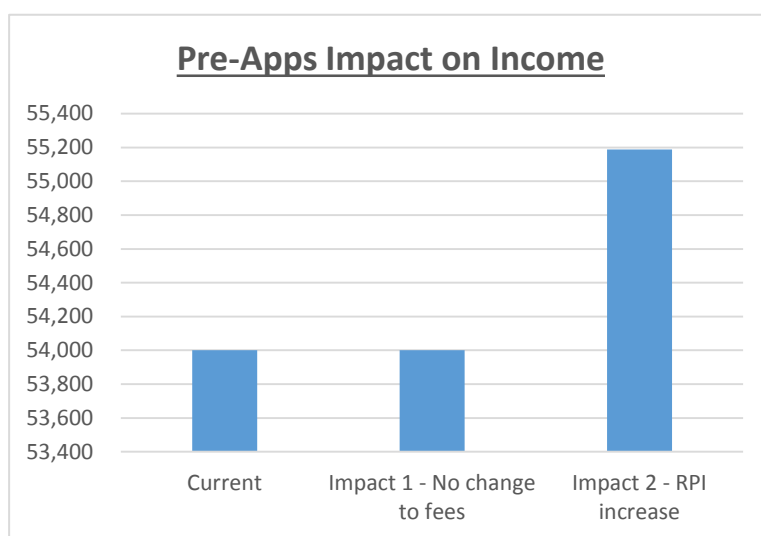
The trend seen in 2016/17 is forecast to continue over the next 2/3 years minimum due to the adoption of the new Central Lincolnshire Local Plan. Therefore it is felt that a more in depth review towards the end of 2017 will be appropriate to reflect the new local plan and the new computer system and the impact of both of these on service delivery.

2. Impact of Different Options

Please note that October 2016 to March 2017 is a forecast. It is recommended to add RPI % to the fees.



Planning Applications			
	Total	Budget	Under/(over)
Income Received 2016/17	1,036,416	836,200	(200,216)
Income Received 2015/16	914,891	850,000	(64,891)
Income Received 2014/15	1,067,508	460,500	(607,008)
Pre-App			
	Total	Budget	Under/(over)
Income Received 2016/17	74,292	54,000	(20,292)
Income Received 2015/16	27,485	50,000	22,515
Income Received 2014/15	57,929	38,000	(19,929)



As the Planning Applications Fees are statutory set we are unable to do any impact analysis.

3. Pricing

The Planning function is dependent on the local plan, market demand and developers viability in addition to economic stability, development costs and the availability of skilled workers and materials.

	Actual 14/15	Actual 15/16	Forecast 16/17	Budget 17/18
Fees and Charges Income	-1,125,437	-942,473	-1,110,200	-891,400
Other income	-1,519	-16,531	-40,200	-30,200
Direct Costs	558,627	752,458	766,700	750,100
Overheads	423,264	458,865	244,300	244,300
Net Income	-145,065	252,320	-139,400	72,800

Other income comprises of S106 administration charge and recovery of appeal costs

Benchmarking on the non-statutory fees has shown a wide range of charging across authorities with West Lindsey fees sitting across all quartiles. Once the new IT system is implemented a full in depth review will be undertaken.

Table of past fees (2016/17) and forecast fees (2017/18) at current rates and then at proposed rates

Pre-Apps	
Based on 16/17 activity	
	£
Current	54,000
Impact 1 - No change to fees	54,000
Impact 2 - RPI increase	55,188

4. Understanding Customers and Markets

During the current financial year the strategic growth agenda has focused on developing key relationships with land owners and developers to restore confidence in the local housing market. Working with partners such as the HCA, the Council has sought to gain a much improved understanding of the local viability pressures that have impacted upon delivery in the past and coupled with this the Council is investing heavily in regeneration and commercial projects. At service level this has involved officers working closely with all of these partners to make sure that the Planning service is fit for purpose and reflects modern industry development needs. On a smaller scale the number of complaints has substantially fallen throughout the year and the focus on improving performance for our customers has insured that the service has developed with a much sounder understanding of their needs. It is important that successes such as the restored confidence in our pre-application advice service are not undermined by unnecessarily high increases or that we lose our share of this service to the private sector which is why only the RPI is proposed.

5. Proposed Charges

Statutory charges will be applied in accordance with legislation.

For non-statutory charges the Planning Service proposes to apply an increase equivalent to RPI, ensuring full cost recovery by 2020/21 after the new IT system has been implemented as illustrated on the next page.

Prosperous Communities Committee		Planning Applications						
		Current Net Charge	Proposed Increase		Proposed Net Charge	VAT Amount	Total Charge Incl VAT	VAT rate included
		2016/17 £	%	or £	2017/18 £	£	2017/18 £	
Outline Applications								
All types of building Per 0.1 ha		£110.00			£110.00	£0.00	£110.00	OS
Full Applications and Applications for Approval of Reserved Matters following an Outline Permission								
Alterations/extensions to existing Dwellings		£172.00			£172.00	£0.00	£172.00	OS
Erection of dwelling		£385.00			£385.00	£0.00	£385.00	OS
Other buildings	Less than 40 m ² floor space created	£195.00			£195.00	£0.00	£195.00	OS
	Between 40 and 75 m ² floor space created	£385.00			£385.00	£0.00	£385.00	OS
	Every additional 75 m ² up to 3750 m ²	£385.00			£385.00	£0.00	£385.00	OS
	Over 3750 m ² , £19,049 plus for each additional 75 m ² (Maximum fee £250,000)	£115.00			£115.00	£0.00	£115.00	OS
Plant or machinery where site does not exceed 5 ha; per 0.1 ha		£385.00			£385.00	£0.00	£385.00	OS
Over 5 ha £19,049 plus for each additional 0.1 ha (Maximum fee £250,000)		£115.00			£115.00	£0.00	£115.00	OS
Agricultural Buildings								
Less than 465 m ² floor space created		£80.00			£80.00	£0.00	£80.00	OS
Between 465 > 540 m ²		£385.00			£385.00	£0.00	£385.00	OS
Between 540 > 4215 m ² , £385 for the first 540 m ² then per additional 75 m ²		£385.00			£385.00	£0.00	£385.00	OS
Over 4215 m ² , £19,049 then per additional 75 m ² (Maximum fee £250,000)		£115.00			£115.00	£0.00	£115.00	OS
Glasshouses								
No more than 465 sq m floor space created		£80.00			£80.00	£0.00	£80.00	OS
More than 465 sq m floor space created		£2,150.00			£2,150.00	£0.00	£2,150.00	OS
Changes of use								
Buildings or land, including caravan sites		£385.00			£385.00	£0.00	£385.00	OS
A building to more than one dwelling where no. of dwellings 50 or less; per dwelling		£385.00			£385.00	£0.00	£385.00	OS
A building to more than one dwelling where no. of dwellings more than 50; £19,049 then for each dwelling in excess of 50 (Maximum fee of £250,000)		£115.00			£115.00	£0.00	£115.00	OS
Refuse or waste disposal where site area less than 15 ha; per 0.1 ha		£195.00			£195.00	£0.00	£195.00	OS
Refuse or waste disposal where site area exceeds 15 ha, £29,112 then for each 0.1 ha in excess of 15 ha (Maximum Fee £65,000)		£115.00			£115.00	£0.00	£115.00	OS
Other material change of use of building or land		£385.00			£385.00	£0.00	£385.00	OS
No Buildings created								
Ancillary to a dwelling		£172.00			£172.00	£0.00	£172.00	OS
Car parks, service roads, accesses at existing developments		£195.00			£195.00	£0.00	£195.00	OS
Exploratory drilling for oil/gas where site area does not exceed 7.5 ha; per 0.1 ha		£385.00			£385.00	£0.00	£385.00	OS
Exploratory drilling for oil/gas where site area exceeds 7.5 ha, £28,750 then for each 0.1 ha in excess of 7.5 ha (Maximum fee £250,000)		£115.00			£115.00	£0.00	£115.00	OS
Other operations - minerals working - site area does not exceed 15 ha; Per 0.1 ha		£195.00			£195.00	£0.00	£195.00	OS
Other operations - minerals working - site area exceeds 15 ha; £29,112 then for each 0.1 ha in excess of 15 ha (Maximum fee £65,000)		£115.00			£115.00	£0.00	£115.00	OS
Other operations - non-minerals related, per 0.1 ha (Maximum fee £250,000)		£195.00			£195.00	£0.00	£195.00	OS
Advertisements								
Relating to the business on the premises		£110.00			£110.00	£0.00	£110.00	OS
Advance direction signs to a business		£110.00			£110.00	£0.00	£110.00	OS
Other advertisements		£385.00			£385.00	£0.00	£385.00	OS
Prior Notifications and Approvals								
Agriculture, forestry or demolition proposals		£80.00			£80.00	£0.00	£80.00	OS
Telecommunications		£385.00			£385.00	£0.00	£385.00	OS
Proposed change of use to state funded school or registered nursery		£80.00			£80.00	£0.00	£80.00	OS
Proposed change of use of Agricultural building to a flexible use within Shops, Financial and Professional services, Restaurants and Cafes, Business, Storage or Distribution, Hotels or Assembly or Leisure		£80.00			£80.00	£0.00	£80.00	OS
Proposed change of use of a Building from Office use to a dwellinghouse		£80.00			£80.00	£0.00	£80.00	OS
Proposed change of use of Agricultural building to a dwellinghouse where there are no associated building operations		£80.00			£80.00	£0.00	£80.00	OS
Proposed change of use of Agricultural Building to a dwellinghouse and associated building operations		£172.00			£172.00	£0.00	£172.00	OS
Proposed change of use of a building from retail or mixed use retail and residential use to a dwellinghouse where there are no associated building operations		£80.00			£80.00	£0.00	£80.00	OS
Proposed change of use of a building from retail or mixed use retail and residential use to a dwellinghouse and associated building operations		£172.00			£172.00	£0.00	£172.00	OS
Other Applications								
Renewal of temporary permission		£195.00	The equivalent planning application fee					OS
Variation or removal of a condition		£195.00			£195.00	£0.00	£195.00	OS
Lawful Development Certificates - Existing development		The equivalent planning application fee					OS	
- Proposed development		Half the equivalent application fee					OS	
High Hedges Complaints Application		£307.20			£307.20	£0.00	£307.00	OS

	Current Net Charge		Proposed Increase		Proposed Net Charge	VAT Amount £	Total Charge Incl VAT	VAT rate included
	2016/17 £	%	£	2017/18 £				
Development								
Householder development including alterations, extensions and outbuildings (this fee would also include establishing whether an application is required and any listed building consent enquiry if applicable)	£69.96	2.20%	£1.54	£72.00	£0.00	£72.00	OS	
Non-residential changes of use including siting of caravans for sites under 1 ha or buildings under 1,000 sq. m (gross)	£151.25	2.20%	£3.33	£155.00	£31.00	£186.00	S	
Non-residential changes of use including siting of caravans for sites of 1 ha or above or buildings of 1,000 sq m or above (gross)	£265.00	2.20%	£5.83	£271.00	£54.20	£325.20	S	
Development of 1-9 dwellings including changes of use to residential	1st dwelling	£181.50	2.20%	£3.99	£186.00	£37.20	£223.20	S
	additional dwellings	£100.00	2.20%	£2.20	£103.00	£20.60	£123.60	S
Development of 10-49 dwellings including changes of use to residential	10th dwelling	£1,100.00	2.20%	£24.20	£1,125.00	£225.00	£1,350.00	S
	additional dwellings	£53.00	2.20%	£1.17	£55.00	£11.00	£66.00	S
Development of 50 or more dwellings with additional fee subject to negotiation dependant on complexity of proposal. Encouragement to adopt a Planning Performance Agreement.	minimum fee	£3,300.00	2.20%	£72.60	£3,373.00	£674.60	£4,047.60	S
Non-residential development where no floorspace is created.	£96.00	2.20%	£2.11	£99.00	£19.80	£118.80	S	
Non-residential development up to 499 sq. m floor area, or 0.5 ha site area	£132.50	2.20%	£2.92	£136.00	£27.20	£163.20	S	
Non-residential development between 500 and 999 sq. m floor area, or between 0.51ha and 1.0 ha.	for 500 sq. m or 0.51ha	£200.00	2.20%	£4.40	£205.00	£41.00	£246.00	S
	for each additional 100 sq m or 0.1	£100.00	2.20%	£2.20	£103.00	£20.60	£123.60	S
Non-residential development between 1,000 and 4,999 sq. m floor area, or between 1.1ha and 2.0ha.	for 1,000 sq. m or 1.1ha	£689.00	2.20%	£15.16	£705.00	£141.00	£846.00	S
	for each additional 100 sq m or 0.1	£50.00	2.20%	£1.10	£52.00	£10.40	£62.40	S
Non-residential development of 5,000 sq. m or more or 2.1ha or more with additional fee subject to negotiation dependant on complexity of proposal. Encouragement to adopt a Planning Performance Agreement.	minimum fee	£2,809.00	2.20%	£1.10	£72.00	£14.40	£86.40	S
Variation or removal of condition.	£69.96	2.20%	£1.54	£72.00	£14.40	£86.40	S	
Advertisements	£69.96	2.20%	£1.54	£72.00	£14.40	£86.40	S	
Non-householder listed building consent	£137.50	2.20%	£3.03	£141.00	£28.20	£169.20	S	
Additional site visit	£120.00	2.20%	£2.64	£123.00	£24.60	£147.60	S	
Hazardous Substances	£ negotiable			£ negotiable			S	

N.B.

1. The fee for a mixed use developments would be derived from the total of the fees for all elements.
2. Agricultural development and telecommunications are not included as they have their own national notification procedures which dictate whether there is an pre-application process fee or not.
3. Cross boundary pre-application fees will be based upon the amount of development in each authority (if a dwelling straddles the boundary, the authority with the majority its floorspace will receive the fee for that dwelling).

6. Recommendation

Members are asked to approve charges for 2017/18 as detailed below;

Members are requested to recommend to Council the charges for 2017/18 with further work to be undertaken to review impacts after the implementation of the new IT system and prior to 2018/19 fee setting ensuring full cost recovery by 2020/21. The Planning Service are seeking to set ambitious targets but don't want to frame the service in an unrealistic light as they are not in direct control of the way the development system may evolve over the next few years. The base budget is proposed to increase in 2017/18 from £654,300 to £836,200 and this is likely to remain for 2018/19 with a reduction down to £650,000 for 2019/20 – 2021/22.

FEES AND CHARGES REPORT

APPENDIX O - HOUSING AND COMMUNITIES

1. Background

Housing and Communities has a number of Fees and Charges namely;

- Housing Enforcement Charges
- Mobile Homes
- Selective Licensing

Housing Enforcement Charges

The current service charge for housing enforcement charges are below the benchmark average and based on an average time taken per notice they do not fully recover the costs.

The Housing Act makes provision for the Council to recover its costs when carrying out certain enforcement functions. This is generally in relation to the serving of notices and the carrying out of works in default. A more proactive approach to enforcement is resulting in more cases where charges can be applied, therefore there is more potential to recover certain costs. Charges have been in place for this service for a number of years and it is now timely to review these.

Mobile Home Fees

Under the Mobile Homes Act the Council is able to charge for site inspections and licensing on an annual basis, as long as it has a charging policy in place.

This policy has been approved by Council and sets out the fees that are charged annually per site, fees for site inspections and fees for new licenses that are issued.

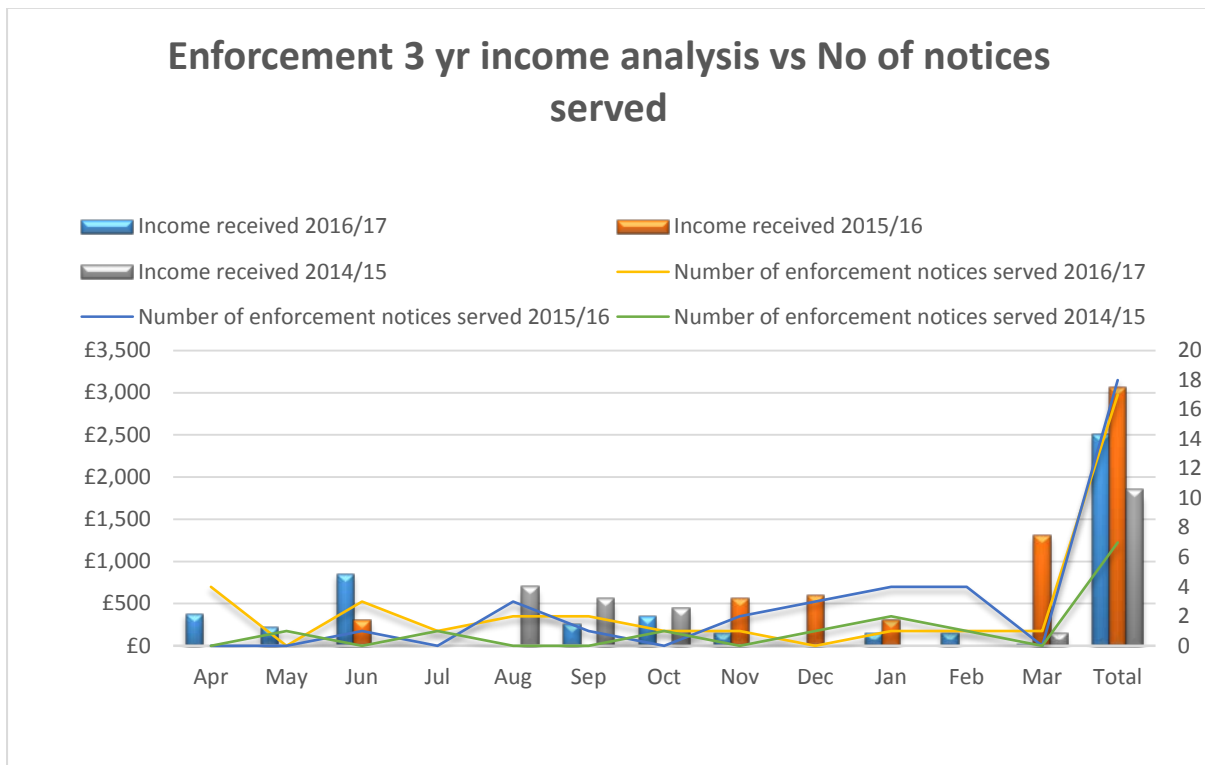
The Council can also charge for any enforcement work related to these sites and recover its costs accordingly.

Selective Licensing

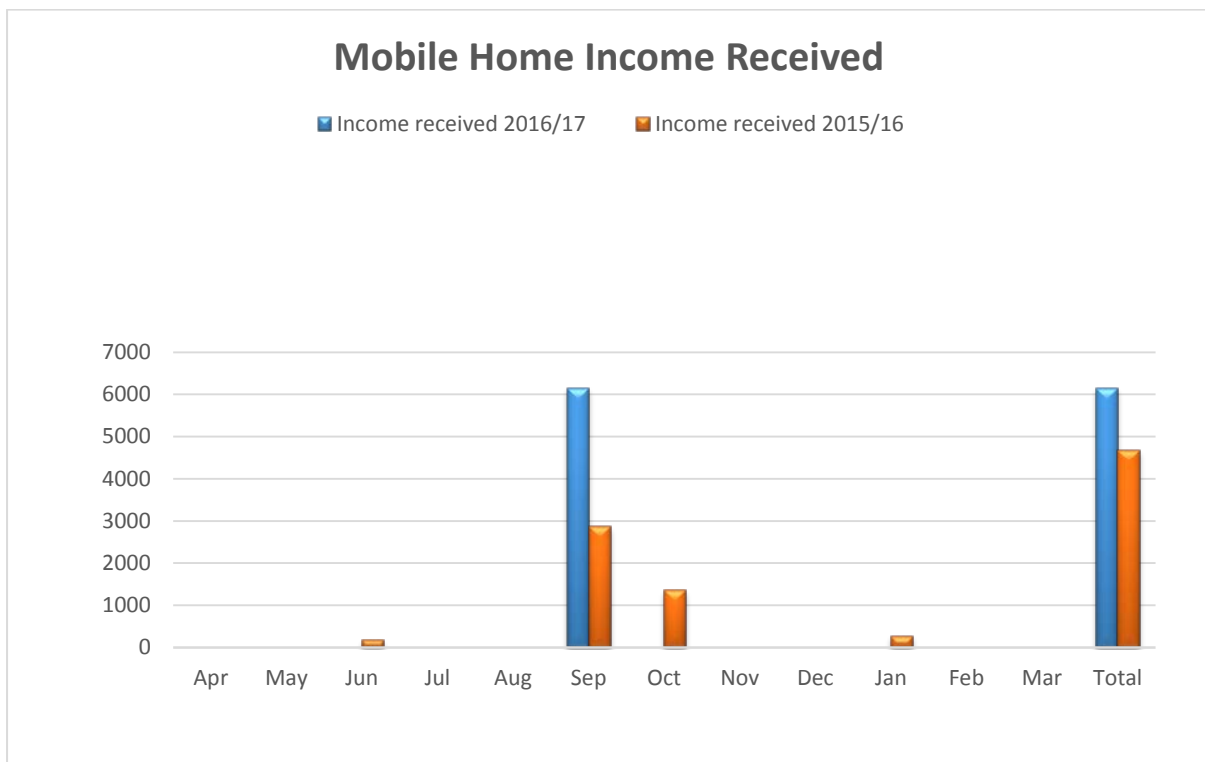
This is a new fee that the Council has introduced in 2016 for properties in the private rented sector that fall within the designated selective licensing area. This fee is set for a 5 year period at £375 and will not be changed for the duration of the scheme.

Any enforcement work related to selective licensing will be charged as per the housing enforcement charges schedule previously detailed.

2. Impact of Options



Housing Enforcement Charges	Total	Budget	Under/(over)
Income Projection 2016/17	2508	0	2508
Income Received 2015/16	3066	0	3066



Mobile Home Fees	Total	Budget	Under/(over)
Income Projection 2016/17	6152	6300	-148
Income Received 2015/16	4683	7200	-2517

3. Pricing

Housing Enforcement Charges and Income from Mobile Homes only represent a small element of the Housing and Communities Service.

The costing for each element has been calculated based on a proportionate hourly rate for staff time with absorption of overheads and additional costs. These are detailed in the tables below:

			Officer time	Addtl costs	TOTAL COST	Over/Under Recovered	Recovery	Proposed Fee
		16/17 Fee	£	£	£	£	%	£
Housing Enforcement Charges								
Improvement Notice	for one hazard	150.00	286.75	0.00	286.75	-136.75	52.31	300
	Per additional hazard	50.00	0.00	0.00	0.00	50.00		50
	Maximum charge	450.00	0.00	0.00	0.00	450.00		No maximum
Emergency Remedial Action Notice (plus work - see below)	for one hazard	150.00	286.75	0.00	286.75	-136.75	52.31	300
	Per additional hazard	50.00	0.00	0.00	0.00	50.00		50
	Maximum charge	450.00	0.00	0.00	0.00	450.00		No maximum
Prohibition Order	for one hazard	150.00	286.75	0.00	286.75	-136.75	52.31	300
	Per additional hazard	50.00	0.00	0.00	0.00	50.00		50
	Maximum charge	450.00	0.00	0.00	0.00	450.00		No maximum
Emergency Prohibition Order	for one hazard	150.00	286.75	0.00	286.75	-136.75	52.31	300
	Per additional hazard	50.00	0.00	0.00	0.00	50.00		50
	Maximum charge	450.00	0.00	0.00	0.00	450.00		No maximum
Demolition Order	for one hazard	150.00	286.75	0.00	286.75	-136.75	52.31	300
	Per additional hazard	50.00	0.00	0.00	0.00	50.00		50
	Maximum charge	450.00	0.00	0.00	0.00	450.00		No maximum
Immigration Procedure Inspection	Per Inspection	65.00	52.27	0.00	52.27	12.73	124.36	65
Mobile Homes								
Annual fee		£430.00	208.90	0.00	208.90	221.10	205.84	430
Plus fee per unit on site		£1.65	1.31	0.00	1.31	0.34	126.27	1.65
Issue of a new licence		£300.00	163.47	0.00	163.47	136.53	183.52	300
Deposit of site rules		£30.00	0.00	0.00	0.00	30.00		30
Transfer and alteration of a licence		£100.00	0.00	0.00	0.00	100.00		100

4. Understanding Customers and Markets

Housing Enforcement Charges

The scope for increasing income within housing enforcement charges is limited. Charges can only be applied in set situations and our policy approach is to resolve matters reasonably and cooperatively. Charges are only applied when formal notices are served which is usually only as a last resort measure.

Mobile Home Fees

Any new sites that receive planning permission are added to the fees and charges schedule as per the planning application.

Selective Licensing

The legislation for selective licensing is very prescriptive in regards to fees and charges therefore the current scheme is in line with this. Should any other schemes be considered in the future the fees will be reviewed accordingly.

5. Proposed Charges

Housing Enforcement Charges

It is proposed to increase the standard enforcement fee within housing to £300 from £150. This proposed increase reflects the average time taken by officers to investigate and deal with cases where notices are served and fees can be applied. This fee is also in line with other local authorities from Lincolnshire and the East Midlands as per a recent benchmarking exercise carried out within the service.

2016 has seen an increase in the number of cases that are dealt with by Housing Enforcement and proactive approaches such as the selective licensing scheme are identifying more cases where formal action is needed. It is essential the Council recovers its costs in relation to this type of work, which is brought about in the main by landlords who do not meet their legal obligations under the Housing Act.

Mobile Home Fees

We recommend no increase in this area. The costs incurred are fully recovered and our fees are set in the upper quartile of our geographic neighbours.

Selective Licensing

These fees are agreed and set for a 5 year period until 2021 in line with the legislation.

Housing Enforcement Charges:

Prosperous Communities Committee		Strategic Housing							
		Current Net Charge		Proposed Increase		Proposed Net Charge	VAT Amount	Total Charge Incl VAT	VAT rate
		2016/17 £	% Type	or £	2017/18 £	£	2017/18 £		
Housing Enforcement charges									
Mandatory HMO licence application	for up to 5 units / bedrooms	£450.00			£450.00	£0.00	£450.00	OS	
	per additional unit	£10.00			£10.00	£0.00	£10.00	OS	
	Maximum charge n/a					£0.00	£0.00	OS	
Mandatory HMO licence Renewal	for up to 5 units / bedrooms	£450.00			£450.00	£0.00	£450.00	OS	
	per additional unit	£10.00			£10.00	£0.00	£10.00	OS	
	Maximum charge n/a					£0.00	£0.00	OS	
Hazard Awareness Notice	None					£0.00	£0.00	OS	
Improvement Notice	for one hazard	£150.00		£150.00	£300.00	£0.00	£300.00	OS	
	Per additional hazard	£50.00			£50.00	£0.00	£50.00	OS	
						£0.00	£0.00	OS	
Emergency Remedial Action Notice (plus work - see below)	for one hazard	£150.00		£150.00	£300.00	£0.00	£300.00	OS	
	Per additional hazard	£50.00			£50.00	£0.00	£50.00	OS	
						£0.00	£0.00	OS	
Prohibition Order	for one hazard	£150.00		£150.00	£300.00	£0.00	£300.00	OS	
	Per additional hazard	£50.00			£50.00	£0.00	£50.00	OS	
						£0.00	£0.00	OS	
Emergency Prohibition Order	for one hazard	£150.00		£150.00	£300.00	£0.00	£300.00	OS	
	Per additional hazard	£50.00			£50.00	£0.00	£50.00	OS	
						£0.00	£0.00	OS	
Demolition Order	for one hazard	£150.00		£150.00	£300.00	£0.00	£300.00	OS	
	Per additional hazard	£50.00			£50.00	£0.00	£50.00	OS	
						£0.00	£0.00	OS	
Immigration Procedure Inspection	Per Inspection	£65.00			£65.00	£0.00	£65.00	OS	
Mobile Homes Act 2013 - Compliance Notice	Hourly rate of relevant officers with on costs plus work in default costs of works								OS
Mobile Homes Act 2014 - Emergency Remedial Action Notice	Hourly rate of relevant officers with on costs plus work in default costs of works								OS
Penalty Charge Notice (Smoke and Carbon Monoxide Alarm (England) Regulations 2015)	Up to £5000							OS	
Notice of Intent (Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc. (England) Order 2014)	Up to £5000							OS	
Works in Default of any legislation or emergency remedial action	Base Charge			Cost of work plus hourly rate of officer with on costs				OS	
Works in Default of any legislation or emergency remedial action	Base Charge			Cost of work plus hourly rate of officer with on costs				OS	
Selective Licensing	WLDC Scheme Fee	£375.00			£375.00	£0.00	£375.00	OS	
	Co-Regulated Scheme (WLDC Fee)	£120.00			£120.00	£0.00	£120.00	OS	
The Unauthorised Deposit of Waste	Up to £400 with an early payment incentive of £250	New			£400.00	£0.00	£400.00	OS	

Mobile Home Fees

Prosperous Communities Committee		Mobile Homes							
		Current Net Charge		Proposed Increase		Proposed Net Charge	VAT Amount	Total Charge Incl VAT	VAT rate included
		2016/17 £	% Type	£	2017/18 £	£	£	£	
Annual fee		£430.00			£430.00	£0.00	£430.00	OS	
Plus fee per unit on site		£1.65			£1.65	£0.00	£1.65	OS	
Issue of a new licence		£300.00			£300.00	£0.00	£300.00	OS	
Deposit of site rules		£30.00			£30.00	£0.00	£30.00	OS	
Transfer and alteration of a licence		£100.00			£100.00	£0.00	£100.00	OS	

6. Recommendation

Members are asked to approve charges for the next year as detailed below;

Housing Enforcement Charges:

Members are requested to recommend to Council the increased fees for 2017/18 with further work to be undertaken to review impacts prior to 2018/19 fee setting.

Mobile Home Fees:

Members are requested to recommend to Council the maintained fees for 2017/18 and reviewed again in 2018/19.

FEES AND CHARGES REPORT

APPENDIX P - TRINITY ARTS CENTRE SERVICES

1. Background

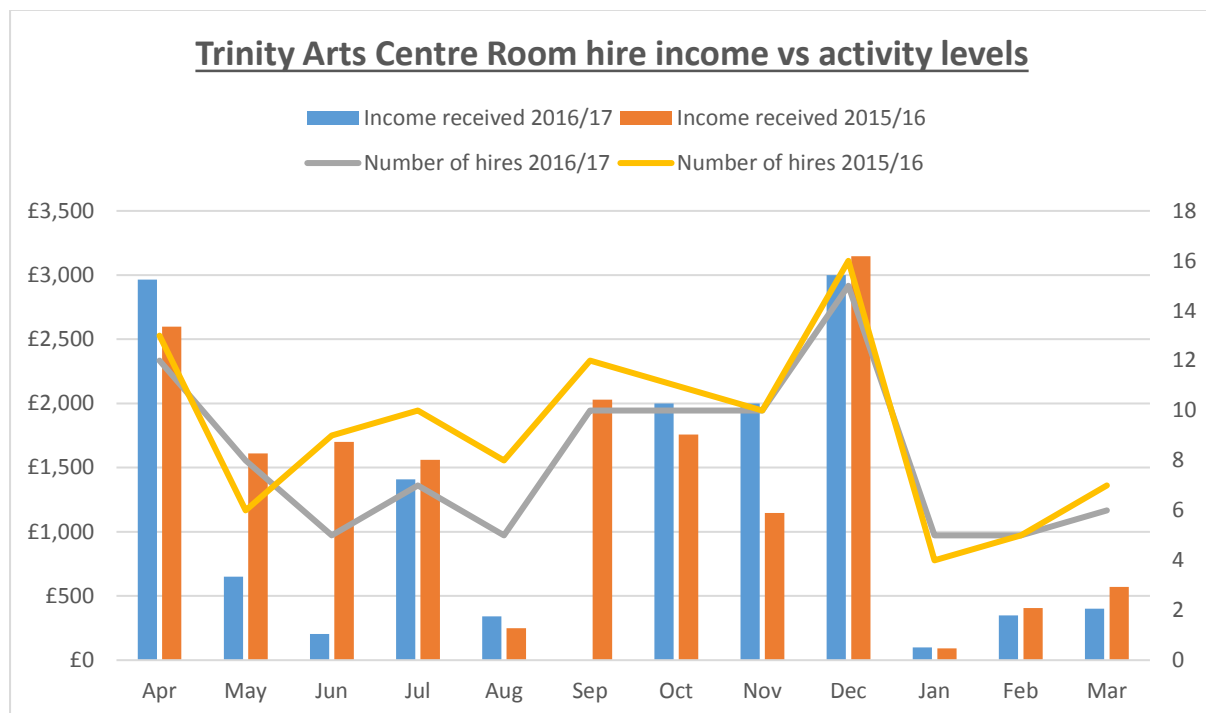
Since the introduction of a new model of operation in 2011 the offer and financial performance of Trinity Arts Centre has continued to grow. The Centre now operates on a commercial basis which has delivered growth in income and controlled costs.

The artistic programme is booked on a commercial basis and acts and films are secured to ensure the best return possible. All performances are monitored to ensure they positively contribute to the bottom line and loss making performances are removed from the programme. Profitability of the programme has been increased by the introduction of a hire package for touring shows and concentration on a split percentage of takings. Previous to 2011 the booking policy for shows was to offer visiting companies a guaranteed fee for performing. In some, if not most, cases the ticket sales generated were less than the guaranteed fee resulting in the performance running at a loss.

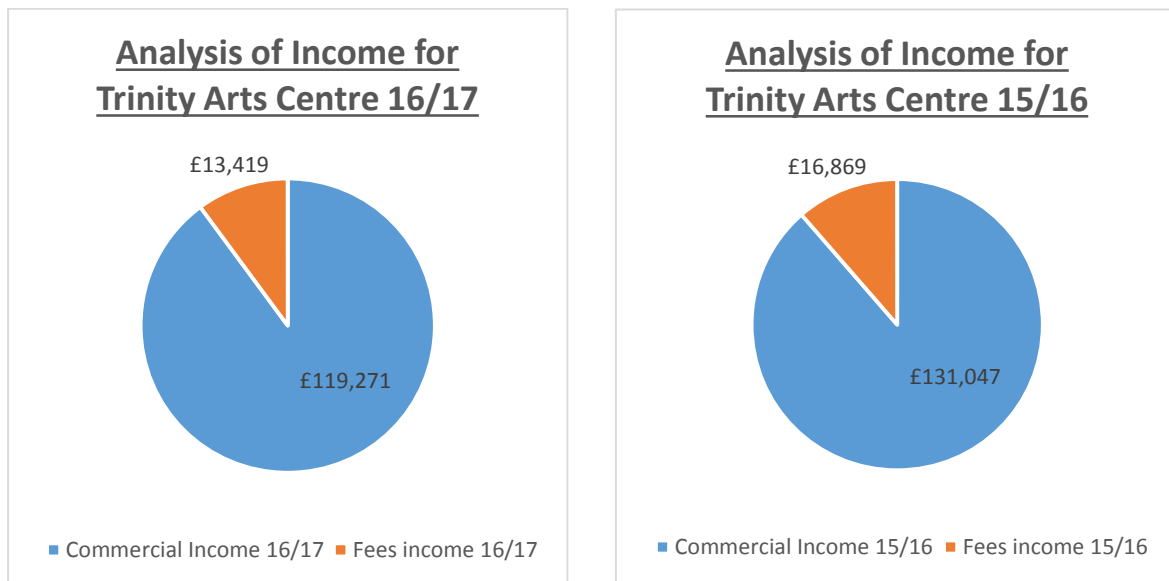
The only area of the business which is affected by fees and charges are room hires within the building. This is a very small area of the business and having these included within the fees and charges is restrictive. It would be ideal if room and auditorium hires could be booked on a booking by booking basis to ensure a financial return. For example the current set charges take no account of whether additional staffing is required or whether the Centre is open. Flexibility would allow a greater financial return for the arts centre and would allow this to be balanced with the current staffing structure.

2. Impact of Different Options

Please note that October 16 to March 17 is a forecast.



The fees and charges income element makes up a very small portion of the overall income taken at Trinity Arts Centre. The following charts for the last 2 years illustrates this:



It is therefore proposed to remove the room hire from the fees and charges review and make it a price on application process as there are a variety of different customers and the Trinity Arts Centre Manager makes commercial decisions on the fee to charge based on the customer. Hourly rates for staff have been established by the Finance Department to ensure that costs are recovered.

3. Pricing

	Actual 14/15	Actual 15/16	Forecast 16/17	Budget 17/18
Income	-129,843	-139,896	-132,100	-132,100
Direct Costs	158,040	159,123	167,300	165,800
Overheads	160,884	141,614	143,817	136,417
Net Income	189,081	160,841	179,017	170,117

Given the very bespoke nature of the services offered at the Trinity Arts Centre it is difficult to benchmark as the fee is on a case by case basis. The financial performance of the Trinity Arts Centre is very well managed.

4. Understanding Customers and Markets

Whilst the income from the programme has grown the income from hires has reduced. At the height of the recession many companies would bring a show to Trinity on a hire basis as this was the only way they could get into theatres. However, over the recent year the trend has been more towards a split of the takings. This still represents good value for Trinity Arts Centre with limited financial risk.

Customers have responded well to the increase offer at Trinity Arts Centre and positive feedback has been received regarding the programme and increased offer of events. This has had a massive impact on income during recent years.

5. Proposed Charges

It is proposed that Trinity room hire fees and charges are removed from the fees and charges process.

6. Recommendation

Members are asked to approve the removal of the room hire fees and charges from the fees and charges schedule. Fees will be price on application as decided by the Trinity Arts Centre Manager as detailed within the report.

FEES AND CHARGES REPORT

APPENDIX Q – WASTE SERVICES

1. Background

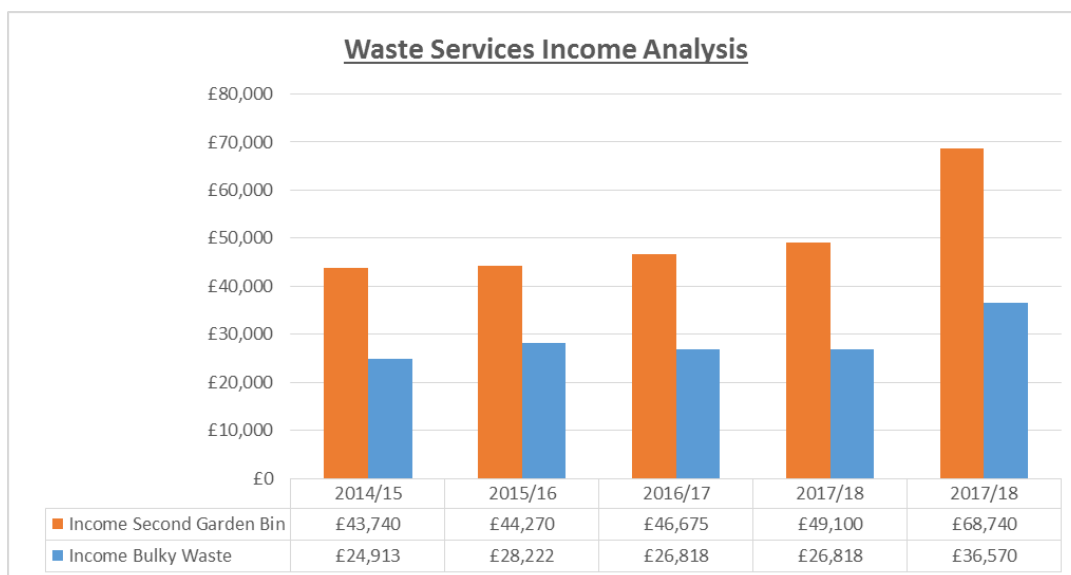
Waste services offers a range of much needed services to the local community including the collection of standard household and green waste collection, bulky and clinical waste collections and mechanical road sweeping. In addition to these services private road sweeping and collection of bulky items such as fridges and freezers from commercial premises.

Fees and Charges have increased in line with inflation for a number of years. The report focuses on the elements that could bring in extra income.

Commercial Waste charges will not be included in this review as this area has been subject to a recent business case for full implementation of the service which was approved at Commercial Board. This included a new charge to remove schools waste recycling.

2. Impact of Different Options

The chart below shows the income impact over the previous three years and the impact in the next financial year if charges remain the same or are charges at the proposed increase assuming demand stays constant resulting in additional income of £29,392 per year.



It is difficult to benchmark the possible implications of increasing the cost of an annual subscription for additional bins as very few other councils run this model, however demand has remained stable indicating that a price increase should be accepted by the users of this service.

3. Pricing

Waste Services are provided to the local residents of West Lindsey and do not have to compete with other councils or private businesses for their main customer base.

The tables below shows the income and total costs and net income for the garden waste bins and the bulky waste services.

Second Garden Waste bins	Actual	Actual	Forecast	Budget
Year	2014/15	2015/16	2016/17	2017/18
Income	£43,740	£44,270	£46,675	£68,740
Direct Costs	£47,885	£32,445	£47,032	£38,194
Overheads	£43,169	£38,009	£27,249	£27,246
Total Costs	£91,054	£70,455	£74,281	£65,440
Net Income	-£47,314	-£26,185	-£27,606	£3,300

Bulky Waste Collection	Actual	Actual	Forecast	Budget
Year	2014/15	2015/16	2016/17	2017/18
Income	£24,913	£28,222	£26,818	£36,570
Direct Costs	£27,274	£20,684	£29,787	£24,195
Overheads	£24,588	£24,231	£17,258	£17,916
Total Costs	£51,861	£44,915	£47,045	£42,111
Net Income	-£26,948	-£16,693	-£20,227	-£5,541

4. Understanding Customers and Markets

Waste services as mentioned above offers a much needed service within the local community. As the charges have had inflationary increases in previous years these increases should be accepted by the users of the service as it is in line with previous years. For the charges above inflation, there appears to be little correlation between a price increase and a fall in demand, the table below projects the impact of a 20% reduction in demand.

	20% decrease in customers	Forecast Income
Second green bin @ £35	£8,006	£21,075
Bulky waste @ £30	£1,418	£8,800
Total	£9,424	£29,875

5. Proposed Charges

For non-statutory charges the Waste Service proposes to apply a inflationary increase to most of the charges other than those identified in the report as increasing beyond this as illustrated below;

	Current charge	Proposed charge
Garden waste and blue additional waste sacks	£8	Add inflation
Delivery of sacks	£11-90	Add inflation
Postage of sacks	£2	Add inflation
Second garden waste bin annual charge	£25	£35
Wheeled bin replacement-Black	£33	£33
-Blue	£33	£33
-Green	£33	£33
Supply of new wheeled bin-black	£33	£33
-blue	£33	£33
-green	£33	£33
Bulky waste-up to 6 points	£22	£30
-each additional point	£4	£4
Commercial fridges and freezers	£86	Add inflation
Collection of clinical waste	£0	No change
Private roadsweeping- two hours	£88	Add inflation
-additional hours	£44	Add inflation

Second garden waste bins

By April 2016, West Lindsey will be the only council in Lincolnshire to offer a free garden waste collection service to most of its residents, the table below shows what other councils are charging from April 2016.

Council	First bin	Additional bins
East Lindsey	£30	£30
North Kesteven	£30	£15
South Kesteven	£33	£16-50
CoLC	£33	£33
BBC	£30	£15
South Holland	£49+£15 initial charge	£30
West Lindsey	£0	£25

The garden waste service cost West Lindsey £807k to provide in 2015/16, additional green bins account for 4.5% of the service, this gives an operational cost of £20.51 to empty each bin for a year for full cost recovery.

It is difficult to benchmark the possible implications of increasing the cost of an annual subscription for additional bins as very few, if any, other councils run this model. The table below shows the level of charge for additional garden waste bins over preceding years and the level of take-up.

Year	2011/12	2012/13	2013/14	2014/15	2015/16
Charge	£22-80	£22-80	£23-40	£24	£25
Income	£29,274	£25,286	£34,343	£43,740	£44,270

Customers	1284	1109	1467	1822	1770
Cancellations	116	63	45	28	65

This table appears to show there is little correlation between a price increase and a fall in demand, indeed the only year the price remained stable, demand reduced. Every other year the price has increased and so has demand. Cancellations also appear to show no correlation with price increases, it should be noted that cancellations occur for a variety of reasons, not just due to an increase in price.

Between 2011/12 and 2014/15 an average of 97 new customers joined the service per year.

Should an increase take place, the potential levels of additional income are demonstrated in the table below;

		£25	£30	£35
Demand continuing as now	Total Income	£46,675	£56,010	£65,345
	New Income	£2,405	£11,740	£21,075
10% decrease	Total Income	n/a	£50,409	£58,810
	New Income	n/a	£6,139	£14,540
20% decrease	Total Income	n/a	£44,808	£52,276
	New Income	n/a	£538	£8,006

The proposed charges are therefore detailed as below;

		Current Net Charge		Proposed Increase		Proposed Net Charge	VAT Amount	Total Charge Incl VAT	VAT Rate	
		2016/17	£	Apply %	Apply £	2017/18	£	£	2017/18	£
		2.20%		20%						
Garden waste and additional blue sacks	Per 5 sacks or stickers.	£8.00	y			£8.18	£0.00	£8.00	OS	
	Postage & Packaging of 5 sacks	£2.00	y			£2.04	£0.00	£2.00	OS	
Trade waste sacks	Per 10 sacks or stickers	£26.70	y			£27.29	£0.00	£27.00	OS	
Other waste sacks (eg. Schools)	Per 50 sacks or stickers	£80.00	y			£81.76	£0.00	£82.00	OS	
	Delivery of sacks	£12.00	y			£12.26	£0.00	£12.00	OS	
Garden waste wheeled bin (Annual charge)	Collection of 2nd and subsequent bins.	£30.00	n			£30.00	£0.00	£30.00	OS	
Wheeled Bin replacement (supply & delivery)	Residual, garden waste (each bin)	£33.00	n			£33.00	£0.00	£33.00	OS	
	Blue Recycling	£33.00	n			£33.00	£0.00	£33.00	OS	
Wheeled Bins for new properties (supply & delivery)	Residual, garden waste (each bin)	£33.00	n			£33.00	£0.00	£33.00	OS	
	Blue Recycling	£33.00	n			£33.00	£0.00	£33.00	OS	
Bulky household waste collections	Collection articles worth up to 6 points	£22.00	n	£8.00		£30.00	£0.00	£30.00	OS	
	Additional articles worth 1 point collected at the same time	£4.00	n			£4.00	£0.00	£4.00	OS	
Collection and disposal of Fridges and freezers from Commercial premises		£86.00	n			£86.00	£0.00	£86.00	OS	
Collection of clinical waste		£0.00	n			£0.00	£0.00	£0.00	OS	
Private road sweeping per hour	Minimum charge of 2 hours	£73.33	n			£73.33	£14.67	£88.00	S	
	Charge per hour thereafter	£36.67	n			£36.67	£7.33	£44.00	S	

6. Recommendation

Members are requested to approve the charges for the 2017-18 financial year as detailed below.

It is recommended that the supply of additional garden waste bins increase to £35 per year. There will be an increase in charge of bulky waste collection to £30 for the first six points. Clinical waste to remain free of charge, and all other waste services charges to increase by inflation.



15 December 2016

Corporate Policy and
Resources Committee

Subject: Local Council Tax Support 2017/18

Report by:

Director of Resources

Contact Officer:

Alison McCulloch
Revenues Team Manager
01427 676508
Alison.mcculloch@west-lindsey.gov.uk

Purpose / Summary:

For Council to agree the Local Council Tax Support Scheme for West Lindsey DC for 2017/18.

RECOMMENDATION(S): That the Council;

1. Notes the contents of the report; and
2. Agrees the Local Council Tax Support Scheme for West Lindsey DC for 2017/18.

IMPLICATIONS

Legal:

The Council has to determine a local scheme for council tax reduction by 31 January 2017.

Financial : FIN/85/17

- To comply with the Council budget guiding principles, a scheme has to be designed that aims to fit the level of available government grant. It would be desirable to keep some level of contingency to deal with future caseload changes.
- The scheme that is chosen by the Council will need to be monitored to ensure the level of council tax collection remains comparable with that of recent years.
- Government funding will be fixed in advance for the year which means that the Council will bear the risk of claims being different to budgeted levels in-year. It is not clear how funding will be determined in the medium term but unless future funding is linked to demand levels the Council will also bear the risk of changes in the numbers of claims due to the economic climate. In theory fixed-funding could also benefit the Council if claims reduce. Now that funding for Local Council Tax Support has been rolled in the Revenue Support Grant it will not be possible to identify the funding which directly relates to this area of funding.

Staffing :

If, as suggested, no changes are made to the council tax support scheme from last year this should now be embedded with staff.

Equality and Diversity including Human Rights :**Risk Assessment :**

- a. If Council Tax Support caseloads rise or fall then WLDC and the other major precepting authorities will have to absorb those expenditure variations through the Collection Fund. It is therefore vital that the financial implications of the scheme decisions made are realistic in terms of bridging the funding gap.
- b. If there is a downturn in the local economy, or where there has been major redundancies if a major company ceases trading, Council Tax Support caseloads could rise significantly.
- c. Each Council must approve their local Council Tax Support scheme by 31st January otherwise a default scheme similar to the current Council Tax Benefit scheme will be imposed which will cause funding gaps between the amount of grant received and the amount of council tax support entitlement.
- d. The amount of council tax support awarded last year was over £6 million but forecasts indicate this will be slightly lower this year. Whilst this is not a budget saving it will contribute towards the £2.4 million we need to save by 2020.

Climate Related Risks and Opportunities :

None arising from this report.

Title and Location of any Background Papers used in the preparation of this report:

Local Government Finance Act 2012

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

Yes

No

Key Decision:

Yes

No

Executive Summary

Council Tax Benefit was a national scheme providing means-tested financial help to households to pay their Council Tax liability, this was abolished on 31 March 2013 and every Local Authority was tasked with designing a local scheme of financial support to replace Council Tax Benefit.

West Lindsey District Council consulted with the residents of the district and the precepting authorities and adopted a local scheme approved by full Council in January 2013, this scheme was re-adopted for 2014/15 and for 2015/16 and, following further consultations in 2015, minor amendments to the scheme were agreed for 2016/17.

When Council Tax Benefit was abolished the Government provided a 'default scheme' for council to use if they did not devise their own local scheme, the WLDC Local Council Tax Support Scheme adopted on 1 April 2013 was based on the 'default' scheme with some changes being made to the entitlement for working age households.

Minor amendments to the scheme were implemented last year and data available shows that it has been effective and that the collection rate for Council Tax Support claimants last year was just over 72%.

In view of this it would therefore seem appropriate to continue to embed the current scheme with both staff and council tax support claimants for at least a further year taking this scheme through to 2018.

1. Background

- 1.1 The Local Government Finance Act 2012 replaced Council Tax Benefit with a Council Tax support scheme. Unlike Council Tax Benefit (CTB) which is set by Central Government, the new Council Tax support scheme must be defined by individual Local Authorities (albeit with much central prescription).
- 1.2 Pensioners are protected by Government which means 'local schemes' must give the same level of assistance to pensioners. West Lindsey District Council also made the decision since 2013/14 to protect those in receipt of a War Pension and those claimants receiving a Disability Benefit and the proposal is not to change this decision.

2. Options

There are 3 options for consideration for the 2017/18 scheme and appendix A details the cost savings in full and to each precepting authority.

2.1 Option 1

To make no change to the current scheme, adapted from the scheme applied to people of pension age, for another 12 months but to apply any new legislative requirements and the uprating of the non-dependent charges, applicable amounts and household allowances and deductions, used in the calculation of the reduction in accordance with the Department for Works and Pensions (DWP) annual up-ratings.

Costs/Savings

Increase the non-dependent deductions (up-rating) as detailed below:

£11.45 to £11.50

£9.56 to £9.65

£7.58 to £7.65

£3.77 to £3.80

This would provide a small saving to West Lindsey District Council of £45.

Advantages	Disadvantages
There has been a slight reduction in the number of households claiming LCTS which has reduced the costs of the scheme. In September 2015 we had 7,279 claimants and in September 2016 there were 7,129 claimants.	Very small saving to the council

Collection rates are being maintained under the current scheme.	
This option ensures the LCTS rules stay consistent with the DWP rules which avoids confusion for claimants.	

2.2 Option 2

To make no changes to the current scheme for 2017/18 ie: do not apply the up-rate household allowances and deductions

Costs/Savings

There would be no direct saving to the council under this option.

Advantages	Disadvantages
	The Council would have three sets of rules to apply for families applying for financial help, this would cause confusion for the claimants, will lead to increased modification to IT and training for the Benefits Team and an additional set of regulations.

2.3 Option 3

To reduce the cap on liability from 90% to 80%.

Costs/Savings

This would provide a total saving to West Lindsey District Council of £22,330 if all the council tax were to be paid. However based on a collection rate of 20% it would only equate to a total saving of £4,466.

Advantages	Disadvantages
This option would provide the greatest saving to WLDC.	
	It is unlikely that council tax support claimants will be able to afford to pay 20% of the council tax which is approximately £330 per annum on a Band D property.
	There is a risk that the overall collection rate will reduce as a less

	generous local council tax support scheme could put pressure on general collection rates which outweighs the savings from the benefit reductions.
	This option may be in conflict to the council's vision of West Lindsey being a place where people want to live, work, invest and visit as its reputation could suffer if a considerably less generous scheme was adopted.

3. Recommendations

It is recommended that the Members consider the three options and agree Option 1 being to adopt the scheme based on the 2016/17 scheme with adjustments to include any new legislation affecting the default/pension age scheme and the updated non-dependent deductions, applicable amounts and allowances as per the Department for Works and Pensions annual 'Up-ratings'.

It is also recommended to undertake a fundamental review of the scheme during 2017/18 to determine whether it has met the financial aims and requirements of this authority and its major preceptors.

4. Local Council Tax Support Scheme 2017/18

It is recognised that whatever decision is reached this would only be a scheme for 2017/18. A review of the scheme is undertaken annually when more knowledge of the impact of that year's scheme and collection rates are available. Monitoring will also take place to analyse the impact and any unintended consequences it has had on council taxpayers and benefit recipients.

Appendix A – Options Calculation Table

	Total Cost	LCC – 75%	WLDC-12.5%	LPA -12.5%	Total
Total cost of 2015/16 LCTS scheme	£6,110,448	£4,582,836	£ 763,806	£ 763,806	£6,110,448
Total cost of 2016/17 LCTS scheme before any changes are implemented	£6,019,306	£4,514,480	£ 752,413	£ 752,413	£6,019,306
Total saving	£ 91,142	£ 68,356	£ 11,393	£ 11,393	£ 91,142

Possible Options		Total Saving	LCC - 75% Saving	WLDC – 12.5% saving	LPA – 12.5% saving	Total
Total annual cost before charges	£6,019,306					
Change Non Dependent Deductions	£6,018,943	£ 363	£273	£45	£45	£ 363
£11.45 to £11.50						
£9.56 to £9.65						
£7.58 to £7.65						
£3.77 to £3.80						
Change liability from 90% to 80%	£5,840,662	£178,644	£133,984	£22,330	£22,330	£178,644
Change liability from 90% to 85%	£5,929,874	£ 89,432	£ 67,074	£11,179	£11,179	£ 89,432
Restrict to Band D	£6,015,497	£ 3,809	£ 2,857	£ 476	£ 476	£ 3,809
Restrict to Band C	£6,012,476	£ 6,830	£ 5,122	£ 854	£ 854	£ 6,830

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15 December 2016

**Corporate Policy and Resources
Committee**

Subject: Hardship Rate Relief Scheme

Report by:

Director of Resources

Contact Officer:

Alison McCulloch
Revenues Team Manager
01427 676508
Alison.mcculloch@west-lindsey.gov.uk

Purpose / Summary:

This report seeks to clarify the Council's policy on Hardship Rate Relief and sets out the details of the proposed guidelines for determining applications for reductions in business rate in individual cases.

RECOMMENDATION(S):

That the Policy and Resources Committee members;

- 1. Approve the guidelines for considering applications for Hardship Rate Relief.**
- 2. Approve that individual applications for Hardship Rate Relief are determined by the Director of Resources/Section 151 Officer under his delegated powers.**
- 3. Approve that, in the event of an appeal, it be heard by the Appeals Board.**

IMPLICATIONS

Legal:

Section 49 of the Local Government Finance Act 1988 gives billing authorities the discretion to reduce or remit the payment of rates.

Ratepayers who disagree with a refusal to grant relief or by the amount of relief awarded may challenge the decision via Judicial Review, on the grounds that the Council has failed to act reasonably in exercising its discretion.

In order to minimise the likelihood of any such challenges, where the amount of relief to be granted is below £5,000, it is recommended that the Ratepayer be given appeal rights to the Housing Appeals Board, as agreed for applications for a similar scheme under Section 13a of Local Government Finance Act 1992 in respect of Council Tax.

Once the Board has considered the appeal, the applicant will be informed of the decision in writing within 10 working days, and notified that any further appeal would need to be by way of judicial review to the High Court, but that this could only be on a point of law.

Financial : FIN/90/17 CP&R
FIN/GCLT/46/17 GCLT

The implications of granting Hardship Rate Relief are set out below:

Type of Relief	Maximum relief	Cost to WLDC Collection Fund	Cost to Lincolnshire County Council	Cost to Central Government
Hardship	Up to 100%	40%	10%	50%

WLDC has to take into account the interests of its Council Tax payers as 40% of any Hardship Rate Relief granted is funded by them.

It is anticipated that only a small number of reductions are likely to be granted and those that are will likely be for short periods of time. This being the case it is expected that any reductions granted can be provided for out of existing budgets.

Staffing :

None directly resulting from this report

Equality and Diversity including Human Rights :

It is important that all applications for relief are assessed on their merits and with due regard to guidance criteria as detailed.

Risk Assessment :

Any new policy or decisions made based on such a policy would be open to legal challenge however failing to adopt a policy could damage the Council's reputation.

Climate Related Risks and Opportunities :

None arising from this report.

Title and Location of any Background Papers used in the preparation of this report:

Local Government Finance Act 1988 – Section 49

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

Yes No

Key Decision:

Yes No

Executive Summary

Section 49 of the Local Government Finance Act 1988 gives the Council the discretion to reduce or remit the payment of business rates and this can be considered for both occupied and unoccupied properties.

The principle purpose of an award of hardship relief is to provide short-term assistance to businesses that are suffering unexpected hardship, arising from circumstances beyond the business's control and outside of the normal risks associated with running a business of that type, to the extent that the viability of the business would be threatened if an award were not made.

The test of "hardship" need not be confined strictly to financial hardship and all relevant factors affecting the ability of the business to meet its rate liability should be disclosed.

The "interest" of local Council Taxpayers may go wider than direct financial interests; for example, where employment prospects in an area would be worsened by a ratepayer going out of business, or the amenities of an area might be reduced by, for instance, the loss of a neighbourhood shop. It is unlikely that Hardship Relief would be granted in respect of an empty property or where there is little expectation of economic survival.

However, West Lindsey District Council has to take into account the interests of its Council Tax payers as 40% of any Hardship Rate Relief granted is funded by them.

It is anticipated that only a small number of reductions are likely to be granted and those that are will likely be for short periods of time. This being the case it is expected that any reductions granted can be provided for out of existing budgets.

The scheme is discretionary and the applicant does not have a statutory right to a payment other than the normal challenge against the decision via Judicial Review. However, in the interests of fairness, the council should operate an internal review procedure for appeals and it is envisaged that individual applications for Hardship Rate Relief be determined by the Director of Resources under his delegated powers.

In the event of an appeal these should be considered by the Housing Appeals Board.

Notifications will always be made in writing to the applicant and any awards will be made by crediting the business rate account to which it applies.

1 Background

- 1.1 Section 49 of the Local Government Finance Act 1988 gives billing authorities the discretion to reduce or remit the payment of rates. Hardship Rate Relief can be considered for both occupied and unoccupied properties.
- 1.2 The Billing authority can reduce or remit the payment of rates where it is satisfied that;
- 1.2.1 The ratepayer would sustain hardship if it did not do so, AND,
- 1.2.2 It is reasonable for it to do so having regard to the interests of its council taxpayers.

2 Background to Guidance

- 2.1 The West Lindsey District Council will consider awards of Hardship Rate Relief to ratepayers based on 'good practice' guidance issued by the former Office of the Deputy Prime Minister:

These are:

- That although the council may adopt rules for the consideration of hardship cases, a blanket policy either to give or not to give relief should not be adopted; each case should be considered on its own merits.
- The application process should be kept as simple and streamlined as possible to enable decisions to be made quickly.
- Reduction or remission of rates on the grounds of hardship should be the exception rather than the rule.
- The test of 'hardship' need not be confined strictly to financial hardship. All relevant factors affecting the ability of a business to meet its liability for rates should be taken into account.
- The interests of Council Tax payers in an area may go wider than direct financial interests. For example, where the employment prospects in the area would be worsened by a company going out of business, or the amenities of an area might be reduced, if for instance the company is the only provider of a service in the area.
- Where the granting of relief would have an adverse effect on the financial interests of Council Tax payers, the case for a reduction or remission of rates payable may still on balance outweigh the cost to Council Tax payers.
- The hardship caused to a ratepayer may be self-evident, for example where a business has been affected by severe loss of trade due to external factors such as natural disasters.

- The Council may, however, wish to consider how the business can demonstrate such loss of trade or business. For example, accounts, order books, till receipts or VAT returns may show a marked decline in trade compared to corresponding periods in previous years.
- The Council should be clear in awarding relief that it will be granted only for the period where there is clear evidence of hardship for the ratepayer concerned.
- To guard against fraudulent claims, the Council should be satisfied that the claim is from a ratepayer suffering genuine hardship.
- Hardship Rate Relief constitutes state aid which may need to be notified to the European Commission. The de-minimis threshold for state aid is €200,000 (or approximately £176,000) in a three year period.

2.2 As a general principle the following circumstances should not be considered as exceptional for the purposes of granting Hardship Rate Relief:

- A general market turndown
- Strikes internal to a business
- Non-domestic property becoming vacant and liable to the unoccupied rate
- External market conditions, such as;
 - * Energy costs
 - * Insurance costs
 - * Transportation costs
 - * Increased interest rates
 - * Strength of Sterling in the European market
 - * Increased competition elsewhere.
- External risk that would be covered either by commercial insurance or by the availability of compensation from public funding would not be considered 'exceptional circumstances' on the basis that an alternative means of assistance is already available. Where circumstances are sudden, such as severe flooding, there may still be a case for Hardship Rate Relief.

3. Applying for Hardship Rate Relief

- 3.1 In order to claim Hardship Rate Relief, the ratepayer must provide the Council with all of the information necessary to consider the application. An application form is appended to this document at Appendix A.
- 3.2 The Council reserves the right to consider applications, which provide all the necessary information, regardless of whether the application form has been submitted.
- 3.3 Applications may only be made by the ratepayer personally or, where the ratepayer is a body corporate, a person authorised to act on behalf of the ratepayer.

- 3.4 The Council may request any reasonable evidence in support of an application for Hardship Rate Relief. The Council will make such requests in writing. The ratepayer should provide the evidence within one month.
- 3.5 If the ratepayer does not provide the required evidence, the Council reserves the right to either treat the application as withdrawn or to consider the application in the absence of the missing evidence. However, the Council may disregard any unsubstantiated statements or draw its own conclusions from other evidence available.
- 3.6 The Council may in any circumstances verify any information or evidence provided by the ratepayer by contacting third parties, other organisations and the ratepayer.
- 3.7 An application for Hardship Rate Relief must be completed for each financial year, or part thereof, but the total period for which relief can be granted should not exceed 12 months unless exceptional circumstances exist.

4 Decision Making Process and Administering Applications

- 4.1 The City of Lincoln/North Kesteven District Council partnership will undertake the administration of applications for Hardship Rate Relief in accordance with the framework agreement for the provision of business rates services.
- 4.2 Where the ratepayer appears to have provided sufficient evidence to be considered for relief, an appropriate officer of the City of Lincoln/North Kesteven District Council partnership will provide an indicative figure for the amount of Hardship Rate Relief to be granted based on the evidence supplied by the Ratepayer.
- 4.3 If the suggested amount of relief is less than £5,000, this will be reported to the Revenues Team Manager (WLDC) who will inform the Director of Resources/Section 151 Officer under delegated powers, who will be asked to confirm, or suggest a different amount of Hardship Rate Relief.
- 4.4 Where any recommendation to grant Hardship Rate Relief is over £5,000, this will be reported to the Corporate Policy and Resources Committee for consideration.

5 Notification of Decision

- 5.1 The Council will inform ratepayers of the outcome of the application within 14 days of making a decision to either grant or not grant Hardship Rate Relief.
- 5.2 The Council will notify those whose application is successful, of the following:
- The amount of rate relief awarded and their revised liability
 - The period of the award
 - A summary of the reasons for the award
 - Any requirement to notify the Council of changes in circumstances that could affect the award.
 - What happens next year

- The appeals process, for cases where the rates payable have not been wholly remitted

5.3 The Council will notify those whose application is unsuccessful, of the following:

- The reasons why the Council have decided not to grant an award
- The appeals process

6 Appeals

6.1 Section 49 of the Local Government Finance Act 1988 gives billing authorities the discretion to reduce or remit the payment of rates.

6.2 Ratepayers who are aggrieved by a refusal to grant relief or by the amount of relief awarded may challenge the decision via Judicial Review, on the grounds that the Council has failed to act reasonably in exercising its discretion.

6.3 In order to minimise the likelihood of any such challenges, where the amount of relief to be granted is below £5,000, the Ratepayer has the right of appeal to the Housing Appeals Board.

6.4 Once the Board has considered the appeal, the applicant will be informed of the decision and notified that any further appeal could only be on a point of law and this would need to be by way of judicial review to the High Court.

7 Risks

7.1 Any new policy or decisions made based on such a policy would be open to legal challenge.

7.2 Conversely the risk associated with not adopting the suggested policy will significantly reduce the risk that decisions on discretionary discounts could be successfully challenged.

7.3 Damage to reputation is a risk by failing to adopt a policy.

8. Recommendations

8.1 The committee is requested to approve the guidelines for considering applications for Hardship Rate Relief.

8.2 Approve that individual applications for Hardship Rate Relief are determined by the Director of Resources under his delegated powers.

8.3 Approve that, in the event of an appeal, it be heard by the Housing Appeals Board.

Appendices

A. Application Form



Guildhall
 Marshall's Yard
 Gainsborough
 DN21 2NA
 Telephone: (01427) 676676
 Fax: (01427) 675173
 Web: www.west-lindsey.gov.uk

APPLICATION FOR HARDSHIP RELIEF UNDER SECTION 49 OF THE LOCAL GOVERNMENT FINANCE ACT 1988

Period of Application	
Name of Business	
Your Account Reference Number	
Address of premises on which relief is being applied for:	
Telephone Number	
Email Address	
What is the nature of the business?	
Is the business part of either a group of chain?	
How long has the business been trading at this address?	
How many people do you employ? Where do they live?	

Please provide your previous 2 years' audited accounts.
Please provide details of your income and expenditure over the last 3 months if not covered in your audited accounts.
Please provide your bank statements for the latest 6 months.

Please explain below the reasons why you/your organisation should be considered for Discretionary Hardship Relief.

What measures are you taking to improve your situation?

Your application will not be processed unless all the details requested are completed and returned with this form.

I declare that the information I have given on this form is complete and accurate, to the best of my knowledge and that the Council may check the information given.

I also understand that whilst this application for relief is pending I am not entitled to withhold payment of the business rates due to the council.

Signature: _____ Date: _____

Full Name (please print): _____

Position: _____

**Please return your completed form to
Business Rates Section, City of Lincoln Council, City Hall, Beaumont Fee, Lincoln, LN1 1DB**

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Corporate Policy & Resources Committee Work Plan

Purpose:

This report provides a summary of reports that are due on the Forward Plan over the next 12 months for the Corporate Policy & Resources Committee.

Recommendation:

1. That members note the schedule of reports.

Date	Title	Lead Officer	Purpose of the report
12/01/2017	Collection Fund Surplus and Council Tax Base	Tracey Bircumshaw	To present the declaration of estimated surplus on the Council's Collection Fund relating to Council Tax at the end of March 2017 and to set out the Council Tax Base calculation for 2017-18
	Review the Flexible Working Policy	Emma Redwood	to review the flexible working policy
09/02/2017	ICT Strategy	Ian Knowles	To present the ICT Strategy for approval
	MTFP	Tracey Bircumshaw	To present the Medium Term Financial Plan
	Corporate Plan	Manjeet Gill	To present the refreshed Corporate Plan
	Progress and Delivery Q3	Mark Sturgess	To present Progress and Delivery (Projects and Services) monitoring information to the end of Period 3
	Revenue Base Budgets 2017-18	Tracey Bircumshaw	To present the proposed revenue base budgets for 2017-18
	Budget and Treasury Management Q3	Tracey Bircumshaw	To present the Budget and Treasury Management monitoring report for period 3
	Commercial Delivery Plan - 6 month progress update	Penny Sharp	To review progress against the annual commercial delivery plan.
	WL Trading Co.	Ian Knowles	The Director of Resources as the shareholder representative (of the WL Trading Co.) would present a summary of the accounts to the CP&R Committee as part of the Annual Business Plan.
	Development Partner (Gainsborough)	Eve Fawcett-Moralee	Committee approval for list of potential bidders
	Annual Review of Commercial Plan	Penny Sharp	To approve the annual review of the Commercial Plan
Surestaff Business Plan	Ian Knowles	To approve the Business Plan of Surestaff Lincs Ltd and WLDC Staffing Services Ltd as Shareholder	
13/04/2017	Budget and Treasury Management Monitoring Q4	Tracey Bircumshaw	To present budget monitoring and Treasury Management information as at the end of period 4 and the outturn position
	Progress and Delivery Q4	Mark Sturgess	To present Progress and Delivery (Projects and Services) monitoring information to the end of Period 4
	Housing Allocations Policy & Partnership ToR	Michelle Howard	1. To seek approval of the revised housing register/ choice based letting allocations policy. Referred to as CBL policy. This is a joint policy for WLDC, CoLC, NKDC and Acis Group. 2. To seek approval of the revised terms of reference and governance arrangements for the CBL strategic partnership.
	Introduce a Fixed Term Contract Procedure	Emma Redwood	To introduce a fixed term contract procedure for the council
	Review the Bullying & Harassment policy	Emma Redwood	to review the Bullying & Harassment policy
	To review the Redundancy Policy	Emma Redwood	To review and update the Redundancy Policy

15/06/2017	Commercial Property Portfolio	Penny Sharp	To seek approval for the acquisition of a commercial property portfolio in line with the capital programme and Medium Term Financial Plan.
27/07/2017	Annual Health and Safety report	Kim Leith	Summary of Performance of the Health and Safety Service throughout the Authority
	Policy Review - Travel Policy	Emma Redwood	To review, update and agree the Travel Policy
	annual fraud report	Angela Matthews	to present the annual report focussing on the commercial side of the service, income generated etc
	Review of Flexi-Time Policy	Emma Redwood	To review the council's Flexi-Time policy and update accordingly
21/09/2017	Market Rasen Car Parking	Sarah Troman	To provide an update on the impact of introducing car parking charges in Market Rasen
	Review the Relocation Policy	Emma Redwood	To review the Council's Relocation Policy
11/01/2018	Leisure Contract Procurement	Karen Whitfield	To update Members on the conclusion of the leisure contract procurement exercise and to approve the preferred contractor