

Guildhall Gainsborough  
Lincolnshire DN21 2NA  
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**AGENDA**

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

**Prosperous Communities Committee**  
**Tuesday, 22nd October, 2019 at 6.30 pm**  
**Council Chamber - The Guildhall**

**Members:**

- Councillor Owen Bierley (Chairman)
- Councillor Paul Howitt-Cowan (Vice-Chairman)
- Councillor John McNeill (Vice-Chairman)
- Councillor Stephen Bunney
- Councillor Liz Clews
- Councillor Mrs Tracey Coulson
- Councillor Christopher Darcel
- Councillor Michael Devine
- Councillor Mrs Jessie Milne
- Councillor Tom Regis
- Councillor Jim Snee
- Councillor Mrs Mandy Snee
- Councillor Robert Waller
- Councillor Mrs Anne Welburn
- Councillor Trevor Young

1. **Apologies for Absence**
2. **Public Participation**  
Up to 15 minutes are allowed for public participation. Participants are restricted to 3 minutes each.
3. **Minutes of Previous Meeting** (PAGES 3 - 8)  
To confirm and sign as a correct record the Minutes of the Prosperous Communities Committee held on 10 September 2019.
4. **Matters Arising Schedule** (PAGE 9)  
Setting out current position of previously agreed actions as at 14 October 2019.

Agendas, Reports and Minutes will be provided upon request in the following formats:

Large Clear Print: Braille: Audio: Native Language

5. **Members' Declarations of Interest**

Members may make any declarations at this point but may also make them at any time during the course of the meeting.

6. **Public Reports**

- i) Progress and Delivery Report - Period 2 2019/20 (PAGES 10 - 36)
- ii) Proposed Fees and Charges 2020/21 (PAGES 37 - 113)
- iii) Lea Fields Crematorium Regulations (PAGES 114 - 128)
- iv) Public Realm Recommendations (PAGES 129 - 137)
- v) Viable Housing Solution: addressing Vulnerable Communities (PAGES 138 - 145)
- vi) Workplan (PAGES 146 - 148)

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 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.

8. **Exempt Reports**

- i) Compulsory Purchase of Riverside Gateway (PAGES 149 - 176)
- ii) Fees Charges 2020 - 21 - Exempt Appendices

Ian Knowles  
Head of Paid Service  
The Guildhall  
Gainsborough

Monday, 14 October 2019

Prosperous Communities Committee- 10 September 2019  
Subject to Call-in. Call-in will expire at 5pm on Thursday 26 September 2019

## WEST LINDSEY DISTRICT COUNCIL

MINUTES of the Meeting of the Prosperous Communities Committee held in the Council Chamber - The Guildhall on 10 September 2019 commencing at 6.30 pm.

**Present:** Councillor Owen Bierley (Chairman)  
Councillor Paul Howitt-Cowan (Vice-Chairman) and  
Councillor John McNeill (Vice-Chairman)

Councillor Stephen Bunney  
Councillor Liz Clews  
Councillor Christopher Darcel  
Councillor Michael Devine  
Councillor Mrs Jessie Milne  
Councillor Jim Snee  
Councillor Mrs Mandy Snee  
Councillor Robert Waller  
Councillor Mrs Anne Welburn  
Councillor Trevor Young

**In Attendance:**  
Ian Knowles Executive Director of Resources, Head of Paid Service and S151 Officer  
Andy Gray Housing and Enforcement Manager  
Rachel Parkin Home Choices Team Manager  
Katie Coughlan Senior Democratic & Civic Officer

**Apologies:** Councillor Tracey Coulson

**Membership:** No substitutes were appointed for the meeting

### 23 PUBLIC PARTICIPATION

There was no public participation.

### 24 MINUTES OF PREVIOUS MEETING

(a) Meeting of the Prosperous Communities Committee – 16 July 2019.

**RESOLVED** that the Minutes of the Meeting of the Prosperous Communities Committee held on 16 July 2019 be confirmed and signed as a correct record.

## **25 MATTERS ARISING SCHEDULE**

Members gave consideration to the Matters Arising Schedule which set out the current position of all previously agreed actions as at 2 September 2019.

It was noted that all outstanding actions were marked as completed. Members' attention was particularly drawn to the action entitled "RSN Campaign – Letters of Support". A response had now been received from the Government Minister; this had been circulated via the Members Newsletter. Members were encouraged to sign up to the newsletter if they had not already done so, as this was now a recognised method by which such information would be communicated.

**RESOLVED** that progress on the Matters Arising Schedule, as set out in the report be received and noted.

## **26 MEMBERS' DECLARATIONS OF INTEREST**

Councillor Jessie Milne declared personal interest in agenda item 6 i) (Modern Slavery Statement) as she had previously considered the report at the Joint Staff Consultative Committee on 5 September 2019.

## **27 MODERN SLAVERY STATEMENT**

Members gave consideration to a report which sought to implement a Modern Slavery Statement across all working practices of the Authority.

In March 2015 the Modern Slavery Act gained royal assent which enabled enforcement agencies to pursue allegations of modern slavery under one piece of legislation instead of several different complicated ones. It gave prominence to the offence and meant statutory guidance was issued in how to identify victims and the type of services to be offered to victims.

October 2019 would see the publication of the Serious Adult Review (SAR) into Modern Slavery across Lincolnshire. This would include the involvement of West Lindsey District Council (WLDC) during the criminal prosecutions related to Operation Pottery, which included offences relating to activities on the Drinsey Nook site within West Lindsey as well as further involvement of all agencies across the broader term of modern slavery across Lincolnshire.

As a result of the SAR a list of recommendations would be published to ensure future learning was taken on board within agencies who may come into contact with modern slavery. Part of the recommendations would be a modern slavery charter, the modern slavery statement would form part of the charter and ensure that West Lindsey District Council was committed to identifying and working with partners to prevent and stop practices of modern slavery.

The statement ensured that there was a formal commitment by West Lindsey District

Council to acknowledge the crime and impact of modern slavery within the District, whilst ensuring the Authority did not unwittingly support or further any acts of modern slavery. The statement would also ensure that all services operated, and all policies initiated by the Authority had reference to understanding any potential risks to the Authority in regards to practices of modern slavery.

Debate ensued and Members questioned whether the word “appropriate staff”, in respect of training, was adequate enough or whether in fact it should simply state “all staff”, as in their view it was important all staff received all training. In responding Officers clarified that there would be different levels of training dependent on an employee’s role within the organisation, outlining the varying roles and the varying levels of engagement with the public each role had, to demonstrate why different levels of training were appropriate.

In response to Members’ questions Officers advised that as the Statement affected all corporate policies and staff, it would also be submitted to Corporate Policy and Resources Committee for approval. Officers also confirmed that the requirements of the Statement would form part of any due diligence undertaken by the Council in respect of commercial investments and appropriate action would be taken against any contractor or partner, for example, who failed to meet the requirements.

In response to suggestions the Council was not doing enough to identify modern slavery it was stressed that the Statement, the proposed training and all actions on the action plan would lay the foundations to ensure all staff were well trained and well placed to identify and know where to report such concerns.

**RESOLVED** that:

- (a) the Modern Slavery Statement be supported and **RECOMMENDED** to the Corporate Policy and Resources Committee for formal adoption across all operations of West Lindsey District Council; and
- (b) Delegated authority be granted to the Executive Director of Resources to make minor housekeeping amendments to the policy in the future, in consultation with the Chairman of the Corporate Policy and Resources Committee and the Chairman of the Joint Staff Consultative Committee.

## **28 HOUSING ASSISTANCE POLICY REVIEW**

Members gave consideration to a report which sought approval of a revised Housing Assistance Policy.

The West Lindsey Housing Assistance Policy was approved in 2018. The policy had two different elements; the Independent Living Grants which were funded through the Better Care Fund Disabled Facilities Grant (DFG), received from Lincolnshire County Council (LCC), and the Capital Grant works, funded via the Council’s Private Sector Renewal Capital Budget.

When the policy had originally been devised, criteria was included to ensure that funding was allocated to the most in need for both grant types. the policy was now a year old and a

review was required to ensure that the criteria was still relevant and to look at how more can be done to assist those in need.

Section 4 of the report detailed the revisions made to the Policy and offered rationale for the changes having been made.

In opening the debate, the Opposition Leader expressed concern at the length of time DFG applications took to complete, suggesting that a large number of people died waiting for the adaptations. Whilst he acknowledged that the lengthiest delay was as a result of the time taken to secure an Occupational Therapist (OT) visit, he questioned why the Authority, despite being aware of the situation did not appear to be putting any pressure on the County Council to try and resolve this situation.

It was questioned whether there were other options the District Council should be considering for example procuring the OTs direct on an ad hoc basis. Opposition Members were strongly of the view that the most vulnerable people were being failed, and these lengthy delays had impacts across a number of other areas of the NHS.

In response, Officers' offered assurance that the District Council's element of the process was being progressed as quickly as possible, and strongly refuted the allegation that a large percentage of people passed away whilst waiting for the grants. Officers were aware of the delays with OT appointments, but again stressed that this was a statutory function of the County Council, and the District Council's role was to influence where possible.

Officers indicated they could provide the number of cases open within the District but not across the County, this was county data not accessible by all.

By way of re-assurance the Chairman of the Committee advised he was a member of the Housing Health and Care Delivery Group and outlined some of the work the group were undertaking. The Group were fully aware of the issues surrounding OTs and had already taken some steps to address the matter.

The reasons for the underspend in this area were explained and this was fundamentally as a result of referrals not being made quick enough. The District could only commence an adaptation on referral from the County.

In respect of the Private Sector Renewal element of the grant, some councillors expressed concern at the means testing and suggested this should be scrapped, as there was concern this limited eligibility. The Policy had been amended 18 months ago to increase eligibility and for West Lindsey based grants, this was a financial assessment, as opposed to a full means test, again meaning the number of people eligible was increased. With regard to land charges against properties the Council issued very few of these, and these were usually only relevant when a large extension had been completed, for example, as arguably this increased the house of the property and it was important the Council recovered monies where appropriate.

There was a view that there needed to be better tracking of the effectiveness and impact of the Policy. It was suggested revised measures should be considered by the new Performance and Delivery group.

Referring to the empty property grants, Members sought an update. Officers advised the empty property grants had been successful and really popular and for the first time the Council had been able to reduce the number of empty properties to under 100 in the South West Ward. Around 35 properties were in progress with 15 completed. Feedback received had also allowed Officers to streamline the process and make it easier to apply. The Empty property grants were not currently part of the P and D measures and therefore Officers indicated they would include further narrative in the next quarter report as the scheme had been popular. The report also proposed that the scheme now be widened outside of just Gainsborough as it would be the most cost effective way to deal with some problem properties as opposed to Compulsory Purchase, for example. However the grant would not be offered district wide due to the numbers it would likely involve.

In response to questions, Officers confirmed all works undertaken were inspected and signed off and grants were only awarded on this basis. There had been a few issues with the quality of the work but these had been dealt with and resolved.

The Ward Member disputed the scheme was working well, delivering its outcomes or being a success. He felt the number of applications was too low and was of a view that just as many, if not more, homes were boarded up. He did not feel the grant Scheme was addressing the problems, and reported of a number issues people who had applied for the grant had experienced. The whole programme needed greater promotion, and the quality needed to be much improved.

In responding to the comments, Officers advised the amendments to the scheme were all aimed at widening the scope and increasing interest and eligibility. It was not suggested that this would resolve all the housing issues the Ward experienced however it was one such way the Council could try to offer assistance to realise improvements.

In light of the comments made it was proposed that the policy be further reviewed in six months' time, this was duly seconded.

Concern was expressed that this would be insufficient time to monitor any change in position and a report in year's time was more reasonable.

Whilst the desire to move swiftly was much appreciated, other Members were of the view that it would very difficult for Officers to produce a much different report in such a short timescale and provide evidence or otherwise that the revised grants were having the desired impact. Undertaking a review needed to be a worthwhile exercise that would deliver results. Other Councillors were urged to reconsider the timescale given this fact.

The proposal for a review in 6 months' time was withdrawn and it was proposed the report be brought back in May 2020.

Clarity was sought from Officers as to the exact nature of the report Members were requesting to be re-submitted and differing views were shared.

The Executive Director of Resources summarised the discussions and views expressed and suggested that any report brought to the May 2020 meeting should be a position statement as at the end of March, so in effect, would be a six month review,

Prosperous Communities Committee- 10 September 2019  
Subject to Call-in. Call-in will expire at 5pm on Thursday 26 September 2019

The report would take the form of an update report on progress against all the grants identified within the Policy, including up-take and impact. This could then be used as an enhanced performance report against the Policy, and used to inform any further Policy revisions which were deemed necessary in the proceeding six month period.

Members all indicated their agreement to this suggestion and an amendment to that effect was moved and seconded.

On that basis it was **RESOLVED** that:

- (a) the revised Housing Assistance Policy 2018 -2022 be approved; and
- (b) a further report providing a position update on progress against all the grants identified within the Policy, including up-take and impact, as at the end of March 2020, be submitted to the Committee's May 2020 meeting and the content of the report be used to inform any further Policy revisions required in the proceeding six months.

## **29 WORKPLAN**

Members gave consideration to the Committee Work Plan.

**RESOLVED** that the workplan as set out in the report be received and noted.

The meeting concluded at 7.47 pm.

Chairman



## Prosperous Communities Matters Arising Schedule

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**Purpose:**

To consider progress on the matters arising from previous Prosperous Communities Committee meetings.

**Recommendation:** That members note progress on the matters arising and request corrective action if necessary.

**Matters arising Schedule**

Meeting	Prosperous Communities Committee				
Status	Title	Action Required	Comments	Due Date	Allocated To
<b>Black</b>	<b>empty property grants - additional comments in next p and d report</b>	extract from mins of mtg 10/9/19 . The Empty property grants were not currently part of the P and D measures and therefore Officers indicated they would include further narrative in the next quarter report as the scheme had been popular.	<b>text has been included</b>	30/09/19	Andy Gray
<b>Green</b>	<b>housing assistance policy review progress report as requested by pc cttee</b>	extract from mins of mtg 10/9/19 a further report providing a position update on progress against all the grants identified within the Policy, including up-take and impact, as at the end of March 2020, be submitted to the Committee's May 2020 meeting and the content of the report be used to inform any further Policy revisions required in the proceeding six months.	<b>andy please can you add this to the reports management system for May 2020 please</b>	31/10/19	Andy Gray

# Agenda Item 6a



**Prosperous Communities  
Committee**

**Tuesday, 22<sup>nd</sup> October 2019**

**Subject: Progress and Delivery Report - Period 2 2019/20**

Report by:

Executive Director of Resources and Head of  
Paid Service

Contact Officer:

Ellen King  
Senior Performance Officer

[ellen.king@west-lindsey.gov.uk](mailto:ellen.king@west-lindsey.gov.uk)

Purpose / Summary:

To consider the Progress and Delivery report for  
period two (June-September) 2019-20.

**RECOMMENDATION(S):**

To assess the performance of the Council's services through agreed performance measures and indicate areas where improvements should be made, having regard to the remedial measures set out in the report.

**IMPLICATIONS**

**Legal:**  
There are no legal implications as a result of this report

**Financial : FIN/103/20/SL**  
There are no financial implications as a result of this report.

**Staffing :**  
There are no staffing implications as a result of this report

**Equality and Diversity including Human Rights :**  
  
N/A

**Risk Assessment :**  
  
N/A

**Climate Related Risks and Opportunities :**  
  
N/A

**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

## 1.0 Introduction

Councillors have received Progress and Delivery (P&D) reports since 2012. These performance reports provide information on how the Council is performing using a balanced scorecard approach that measures performance of Council services based on the following perspectives:

- Customer
- Financial
- Process
- Quality




The purpose of the P&D reporting cycle is to provide Councillors on policy committees the opportunity to discuss service based performance with officers and for Councillors to be given assurance that proposed measures to remedy consistently below target performance are sufficient enough to allow for required improvements. Once the report has been received by each policy committee, the Council's Overview and Scrutiny Committee is given the opportunity to scrutinise any challenges made, thus feeding in to a cycle of continuous improvement of the Council's performance management processes.

As per the Council's Constitution, this report provides information on an exception basis, i.e. those performance measures that are performing above or below agreed targets for at least two consecutive periods. Where performance is below expected standards, Team Managers are required to provide explanatory commentary, including what remedial action is/will be taken to improve performance to the expected level. Performance measures that are performing within agreed tolerance levels are not included in this report, though all P&D performance measures continue to be monitored corporately, facilitated by the Performance and Programmes Team.




Performance measures for 2019/20 were agreed by a member steering group in February 2019. A member steering group is currently working with Officers to agree the P&D performance measures and targets for 2020/21, with these due to be signed off by Corporate Policy and Resources Committee in January 2020.

### How to use this report

Performance is assessed using the RAG traffic light system as follows:

	Performance is below agreed tolerance levels
	Performance is within agreed tolerance levels
	Performance is better than agreed tolerance levels.

The municipal year is divided into four periods in alignment with the Council's committee schedule. Period one covers April and May, period two runs from June – September, period three covers October – December and period four runs from January – March. As well as current performance, information for the preceding three periods is included in the report on a rolling basis to provide context and to allow for comparison. In addition, direction of travel is also included which compares performance for the current period to the same period the previous year, i.e. period one 2019/20 is compared to period one 2018/19.

	Performance has improved
	Performance has remained static
	Performance has declined

## Contents

Executive Summary .....	2
Measures where performance is outside agreed tolerance levels for at least two consecutive periods .....	4
Corporate Health.....	8
Appendix A: Service Exceptions .....	10
Asset and Facilities Management .....	10
Benefits .....	10
Building Control.....	11
Contracts Management and Procurement .....	11
Council Tax and NNDR.....	12
Democratic Services .....	12
Development Management.....	13
Enforcement and Community Safety .....	14
Enterprising Communities .....	15
Garden Waste Collection .....	16
Healthy District.....	16
Home Choices .....	17
Housing.....	18
ICT .....	18
Licensing.....	19
Local Land Charges .....	20
Regulatory Services .....	21
Street Cleansing .....	21
Systems Development .....	22
Town Centre Management.....	22
Trinity Arts Centre .....	23
Waste Collection .....	23

# Executive Summary

## 1.0 Overall Summary of Performance

Table one shows a summary of service performance for period two 2019/20 (June-September) which also includes the preceding three periods for comparison. A total of 91% of the Council's key performance indicators are either meeting or exceeding target compared to 7% that are below target. Further information relating to those areas that have performed above target can be found in the 'commentary' column of [Table 2](#) (measures where performance is outside agreed tolerance for two periods or more), and in the associated tables in [Appendix A](#).

42% of all performance measures are outside agreed tolerance levels (red or green) for period two. Of these, 36% have been outside agreed tolerances for two periods or more and of these specific indicators:

- 71% have been above target for two periods or more (green), equating to 22 indicators.
- 19% have been below target for two periods or more (red), equating to 6 indicators.
- The remaining 10% (or 3 indicators) have been outside tolerance for at least two periods but the position is mixed, i.e. performance has moved from above to below target (green to red); or from below to above target (red to green).

RAG	2018/19		2019/20	
	Period Three	Period Four	Period One	Period Two
Exceeding target	32%	36%	48%	35%
Meeting target	45.4%	48%	40.6%	56%
Below target	21.5%	16%	11.4%	7%
Missing information	1%	0%	0%	2%

Table 1: Overall summary of performance

## 2.0 Identified Improvement Actions

[Table 2](#) identifies measures where performance is outside agreed tolerance (red or green) for two consecutive periods or more. Where remedial action has been identified to ensure underperformance is rectified, this has been included in the 'commentary' column.

Those measures where additional improvement action has been requested by the Council's Management Team have been highlighted below, Members will be advised of progress against these actions on a rolling basis through Progress and Delivery reporting.

### [Home Choices](#)

An update on the improvement actions identified at the Home Choices performance workshop held on 10<sup>th</sup> April 2019 is included below. At a recent meeting with the Ministry for Housing, Communities and Local Government (MHCLG), West Lindsey was identified as being in the top 10% of all local authorities for the number of people housed in the private sector, as well as for comparatively low usage of temporary and bed and breakfast accommodation when benchmarked against other local authorities.

Action(s)	Who	When	Updates
<b>Temporary accommodation usage</b>			
Understand funding opportunities from the burden budget for additional referrals	Home Choices Team Manager	Period 2 (2019/20)	
<b>Bed and breakfast nights</b>			
Identify escalation process to raise complex cases as soon as possible	Home Choices Team Manager / Executive Director of Resources	Period 2 (2019/20)	Complex cases are now being flagged through the service's reporting tools and procedures are in place to escalate these. This action is now complete.
Need to ensure potential long-term customers and reference in performance reports	Home Choices Team Manager	Ongoing	Potential long-term customers are flagged through the service's reporting tools. This action is now complete.
<b>Average length of stay in temporary accommodation</b>			
Need to understand maximum and minimum time in performance levels	Home Choices Team Manager / Senior Performance Officer	Period 2 (2019/20)	Officers have use of a performance reporting tool which includes a wealth of data including end to end times.
Make linkages with Enforcement Manager in regards to customers being made homeless due to arranged closure of housing as a result of sub-standard conditions	Home Choices Team Manager	Period 2 (2019/20)	The Housing Strategy Manager, Enforcement Manager and Home Choices Manager work in close partnership to identify and support customers who are risk of homelessness in this situation.
<b>Homelessness Prevention</b>			
Need to explore Discretionary Housing Payment (DHP) usage at WLDC; how are the payments used? What is the process and identify improvements	Home Choices Team Manager / Benefits Team Manager	Period 2	Ongoing.
<b>Safeguarding</b>			
Need to ensure measure sets are reflective of compliance measures	Home Choices Manager / Senior Performance Officer	Period 2	The Performance and Programmes Team are undertaking meetings with all Team Managers during period three to review performance measures across all service areas, including safeguarding.
Monitor performance at service level with annual report to Prosperous Communities Committee	Home Choices Team Manager	Ongoing	The service has the capability to monitor performance at granular level through a reporting tool and this is being used regularly to manage service performance.
<b>Wellbeing</b>			
Monitor performance at a service level with six monthly report to Prosperous Communities Committee	Home Choices Team Manager	Ongoing	As above
<b>All Performance Measures</b>			
Implementation of team training and development plan	Home Choices Team Manager	Ongoing	The Home Choices Manager has worked with Human Resources to identify training needs within the team.
Instigate benchmarking of measures	Home Choices Team Manager / Senior Performance Officer	Period 2 (2019/20)	The Senior Performance Officer is working with other local authorities to enable regular benchmarking to take place.
<b>Team Specific</b>			
Development of operational risk register	Performance & Programmes Team Manager	Period 2 (2019/20)	Ongoing

## Measures where performance is outside agreed tolerance levels for at least two consecutive periods

Service	Measure	Preceding three periods			Current period		Commentary
		P3 (2018/19)	P4 (2018/19)	P1 (2019/20)	Current Target	P2 (2019/20)	
<a href="#">Asset and Facilities Management</a>	Rental income – car parks	£44,840	£45,620	£120,588	£190,700	£180,984	Income is measured on a cumulative basis. Income is £39,745 higher than at the same point last year as a result of high car park permit sales and additional income from Roseway car park.
	Rental income – received assets	£130,033	£112,274	£125,405	£671,700	£315,635	Cumulative income is £157,953 higher than last year. For period two alone, income remains on a par with the same period last year. This is a result of high occupancy levels.
	Rental portfolio voids	9%	8%	7%	12%	5%	Performance remains above target
<a href="#">Benefits</a>	End to end processing times	5.2 days	3.7 days	3.9 days	5 days	4.3 days	The reduction in the number of new claims allows for faster processing of other claims as new claims generally take longer to process.
	Number of claims older than 30 days	14.3	9.0	15.5	20	39	Fewer new claims means performance for this indicator is easier to control.
<a href="#">Building Control</a>	Income received	£168,889	£220,253	£55,025	£235,700	£142,950	Income is measured on a cumulative basis. Income has increased by £23,865 compared to the same point last year. This is a result of an unusually buoyant market and targeted marketing by the service which is reflected in a higher number of applications.
<a href="#">Council Tax and NNDR</a>	Cost of service delivery per property tax base	£5.09	£5.58	£10.15	£9.10	£5.52	An invoice was received for NNDR during the period which resulted in a lower cost of service. Costs are expected to increase in the next period due to the recruitment of an additional member of staff to cover an imminent staff retirement.
<a href="#">Democratic Services</a>	Member satisfaction with training & development events	100%	100%	100%	87%	92%	Satisfaction levels have dropped though they remain above target. A new way of recording feedback has been introduced during period two in order to gather more detailed feedback that will be used to inform improvements to future training and development events.
	% of Freedom of Information requests (Fols)	100%	100%	100%	99%	100%	Performance remains consistently above target and there has been a reduction in the turnaround time of two working days during the period. A



		Preceding three periods			Current period		
Service	Measure	P3 (2018/19)	P4 (2018/19)	P1 (2019/20)	Current Target	P2 (2019/20)	Commentary
	turned around in the statutory time limit						total of 266 Fol requests were received which is an increase of 28 compared to the same period last year.
	Number of Fol challenges that are subsequently upheld	0	0	0	5	0	Performance remains consistently above target.
<a href="#">Development Management</a>	% of major planning applications determined on time	100%	100%	100%	90%	100%	There have been 16 major applications received during period two, all of which were determined on time.
Page 17	% of non-major planning applications determined on time	99%	99%	99%	80%	99%	There have been 279 non-major applications received during the period, of these, 277 were determined on time.
	Planning appeals allowed as a % of all appeals	2%	1%	2%	9%	1%	There were 295 reportable decisions during the period of which 10 progressed to appeal stage. Of the 10 appeals, 2 were allowed and 8 were dismissed.
	Income received	£349,166	£313,261	£104,310	£1,019,200	£349,327	Income is down by £114,719 compared to the same period last year. This is a result of a reduction in the number of major fee-paying applications which is in line with the national trend. This measure is largely outside the Council's control as it is dependent on income from major planning applications. Nationally, there has been a notable decline in these types of planning applications.
<a href="#">Enforcement and Community Safety</a>	% of housing enforcement cases closed within 6 months	N/A	N/A	81%	75%	78%	This is a new measure for 2019/20. No performance issues noted.
	Average number of days before a Community Safety case is closed	N/A	N/A	8	15	6.5	This is a new measure for 2019/20. Performance has improved consistently on a month by month basis for the last 16 months. The target will be reviewed for 2020/21 to ensure it is reflective of current performance levels as well as being stretch based.

		Preceding three periods			Current period		
Service	Measure	P3 (2018/19)	P4 (2018/19)	P1 (2019/20)	Current Target	P2 (2019/20)	Commentary
	Number of community safety cases closed following compliance with Fixed Penalty Notices (FPN)	N/A	N/A	25	20	25	This is a new measure for 2019/20. No performance issues noted.
<a href="#">Healthy District</a>	Customer satisfaction with West Lindsey leisure facilities	95%	95%	94%	80%	95%	Comments received during the period relate to cleanliness of the Leisure Centre. Issues relating to cleanliness will be addressed at the next client meeting in October.
	Volume of people using the West Lindsey leisure centre	65,632	92,303	57,131	105,000	107,324	There were 10,650 additional people using the Leisure Centre during period two compared to the same period last year.
<a href="#">Home Choices</a>	Number of households in temporary accommodation	23	34	20	24	19	Improved working practices and better liaison with landlords should ensure continued improvements in performance during period three.
	Number of cases prevented from becoming homeless within the statutory target	57	58	22	60	57	Improved working practices have led to long-term cases being significantly reduced during the period.
	Number of nights spent in B&B accommodation	77	148	59	0	58	Performance has been impacted due to an incident between 2 flats which necessitated the use of B&B accommodation. Significant improvements have been made but complex cases will impact figures where they arise.
<a href="#">Housing</a>	Average cost of Disabled Facilities Grants (DFGs)	£7,094	£6,214	£3,859	£7,500	£5,630	No issues noted
	Average number of days from DFG	132	133	199	120	172	A new contractor framework has commenced across the county and, in turn, new processes for staff and contractors. The majority of simple works are still completed within a much smaller timescale. The overall figure is expected to

		Preceding three periods			Current period		
Service	Measure	P3 (2018/19)	P4 (2018/19)	P1 (2019/20)	Current Target	P2 (2019/20)	Commentary
	referral to completion						steadily reduce as the framework becomes embedded. The target will be subject to review at the end of the year to ensure it is aligned with the framework timescales.
	Customer satisfaction with DFGs	100%	100%	100%	92%	100%	Satisfaction remains consistently high.
<a href="#">Licensing</a>	% of licensing applications processed in the target time	86%	86%	99%	96%	100%	Turnaround time has remained consistently high since staffing issues within the team have been addressed.
Page 9	Number of licensing applications received	282	232	178	130	338	There has been a 13% increase in applications compared to the same period last year, equating to 39 additional applications. A breakdown of application types is included in the summary above.
	<a href="#">Local Land Charges</a>	Number of searches received	924	633	158	386	865
<a href="#">Town Centre Management</a>	Average number of paid for market stalls - Saturday	13	13	9.5	14	7	Members agreed to undertake a one year trial arrangement between Marshall's Yard and the Council in an effort to improve market performance. The findings of this arrangement are due to be reported back to Members in period three for decision on a way forward. A three day event is scheduled for November as outlined above.
	Income received	£28,744	£35,086	£4,785	£17,542	£15,992	Income is measured on a cumulative basis. Traders are entitled to take a total of four weeks annual leave. A number of traders are still to use this entitlement and this will have a further negative impact on income for the remainder of the year.
<a href="#">Trinity Arts Centre</a>	Audience figures	5,747	4,548	3,136	4,800	7,023	Audience figures were at full capacity in July and audiences for family films surpassed all predictions in August.
<a href="#">Waste Collection</a>	Missed black and blue bin collections	255	198	211	380	310	The number of missed collections remains low and this is expected to continue as a result of improvements to the staff rotas which have resulted in a better service for the customer.

Service	Measure	Preceding three periods			Current period		
		P3 (2018/19)	P4 (2018/19)	P1 (2019/20)	Current Target	P2 (2019/20)	Commentary
	Surplus generated by the trade waste scheme	N/A	N/A	<b>£33,220</b>	£79,500	<b>£108,959</b>	This is a new measure for 2019/20. There are now over 350 customers using the scheme.

Table 2: Measures performing outside agreed tolerance levels for at least two consecutive periods

## Corporate Health

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Time taken to pay invoices	N/A	14 days	-	-	Information not provided	The Performance and Programmes Team continues to work with managers to ensure information is provided in a timely manner
% of debtors that are late by 30 days or more	N/A	NTS	-	-	Information not provided	As above
Average Customer satisfaction rating out of 5*	N/A	3.5*	<b>3.5*</b>	N/A	There has been an increase in the number of compliments received during period two.	Continue to monitor.
Complaints received	<b>34</b>	NTS	<b>44</b>	↓	Some of the complaints received during the period could have been avoided through better management of customer expectations and more timely communication with customers.	The Customer Experience Officer continues to work with managers and officers to make improvements to the quality, accuracy and timeliness of the information provided to customers.
% of complaints where the Council is at fault	<b>35%</b>	45%	<b>38%</b>	↓	Whilst performance is above target, there has been an increase in complaints where the Council was found to be at fault.	Improvement actions have been identified relating to changes in processes and procedures; staff training and awareness sessions and improvements to the quality of information published on the Council's website. Additional monitoring has been put in place to ensure these improvements are being followed through by officers.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Average number of days to resolve a complaint	6.6 days	21 days	5.9 days	↑	Performance remains significantly better than target, despite the increase in the number of complaints received and the complexity of some of the cases which take longer to investigate and resolve.	Continue to monitor.
Digital demand	38%	NTS	33%	↓	Demand for online services is reducing. Telephone demand has also declined.	A detailed analysis of year to date performance data is planned during October to understand patterns in demand.
% of calls answered within 21 seconds	81%	80%	80%	↓	Where calls aren't answered within target time, no patterns are emerging as to why.	Continue to monitor and review
Staff absenteeism	0.55 days	0.6 days	0.53 days	↑	Performance remains better than target	Continue to monitor
Number of recorded Health and Safety incidents	31	NTS	19	→	No target is allocated for this measure. No RIDDORs reported during the period	Continue to monitor
Server and system availability	98%	98%	100%	↑	There was no server or system downtime identified during the period.	Continue to monitor.
Number of data breaches resulting in action by the Information Commissioner's Office (ICO)	0	0	0	→	There have been no incidents reported to the ICO during the period.	Continue to monitor

Table 3: Corporate Health measures

## Appendix A: Service Exceptions

### Asset and Facilities Management

Rental income from received assets remains on a par with the same period last year as a result of high occupancy levels. There are currently two offers out which will result in the Council achieving 100% lettable unit occupancy during period three.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Planned Maintenance	63%	70%	71%	↑	No issues noted	Continue to monitor
Rental income – car parks	£141,239	£308,300	£180,984	↓	Income is measured on a cumulative basis. Income is £39,745 higher than at the same point last year as a result of high car park permit sales and additional income from Roseway car park.	Continue to monitor
Rental income – received assets	£157,682	£671,700	£315,635	↑	Cumulative income is £157,953 higher than last year. For period two alone, income remains on a par with the same period last year. This is a result of high occupancy levels.	There are currently two offers out which will result in 100% lettable unit occupancy during period three.
Rental portfolio voids	8%	12%	5%	↑	Performance remains above target.	Continue to monitor.

Table 4: Asset and Facilities Management performance exceptions

### Benefits

There has been a further loss of Housing Benefit claims due to claimants transferring to Universal Credit. This equates to a reduction of 200 claims or 7.6% during period two. The number of Council Tax Support claims where Universal Credit is cited as income has increased which has resulted in increased administration for the team. There is currently a staff vacancy in the team, however, this has not been recruited to as the reducing number of claims means that officers are able to cope with demand on the service. At £5.70, the cost per live claim remains within agreed parameters.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
End to end processing times	5.2 days	5 days	4.3 days	↑	The reduction in the number of new claims allows for faster processing of other claims as new claims generally take longer to process.	Continue to monitor

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Number of claims older than 30 days	80	20	10	↑	Fewer new claims means performance for this indicator is easier to control.	Continue to monitor

Table 5: Housing Benefit and Local Council Tax Support performance exceptions

## Building Control

The service has seen a higher than expected number of applications during the period with 528 applications received. This is an increase of 317 compared to the same period last year. This is also reflected in increased income levels. A bulk application from ACIS for replacement windows and doors accounts for nearly 300 of these applications. Other applications during this period include 108 building notices, 54 full plan applications, one partnership application and 15 partnership applications from other local authorities and these numbers are consistent with the same period last year. At 78%, market share has increased consistently and performance remains within agreed parameters. Overall, work and income levels remain buoyant in what can only be described as challenging market conditions and complexities surrounding the construction industry and general economic uncertainty.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Income received	£119,085	£235,700	£142,950	↑	Income is measured on a cumulative basis. Income has increased by £23,865 compared to the same point last year. This is a result of an unusually buoyant market and targeted marketing by the service which is reflected in a higher number of applications.	Continue to target our core business
Cost of delivering the service to the Council	£8,479	N/A	£21,730	↓	Performance is measured against direction of travel. The cost of delivering the service has risen by £13,251 compared to the same period last year. This is a result of staff vacancies which have led to an increase in the usage of agency staff.	A recruitment process is underway to fill vacant posts within the team which will lower costs in the short-term.

Table 6: Building Control performance exceptions

## Contracts Management and Procurement

The service continues to support the Council with a number of procurement exercises. Of the four contracts awarded during the period, one was awarded to a local supplier.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
% of contracts awarded to local suppliers	22%	20%	25%	↑	No issues noted.	Continue to monitor.

Table 7: Contracts Management and Procurement performance exceptions

## Council Tax and NNDR

Rates of collection and the amount collected for both Council Tax and NNDR are performing within agreed parameters. Recovery action resumed in May with 6,448 reminder notices issued to date. This represents an increase of 50 reminders for the same period last year when 6,398 reminder notices were issued. For 2019/20 to date 2,789 summonses have been issued, which is a reduction from period two last year of 79. There has been an increase in collectible debit of £3.6 million compared to 2018/19. At present, 78% of council taxpayers are paying by direct debit and 9,274 taxpayers have opted to pay via 12 monthly instalments which means more Council Tax should be paid during February and March than ever before.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Cost of service per property tax base	£7.32	£9.10	£5.52	↑	An invoice was received for NNDR during the period which resulted in a lower cost of service.	Costs are expected to increase in the next period due to the recruitment of an additional member of staff to cover an imminent staff retirement.

Table 8: Council Tax and NNDR performance exceptions

## Democratic Services

This has been a busy period for the team who have been working with the Member Development Group, reflecting on the impact and effectiveness of the Member inductions and the next steps for Member Training. Steps are being taken to bring some of the softer skill training to an on-line platform and trials of this will commence during period three. The Civic Team held a very successful annual civic service; receiving a number of positive comments from civic dignitaries in attendance. Work is under way to welcome a group of Year 5 and 6 students to the Council Chamber to learn about council decision making as part of Local Democracy Week in October. If successful the team will use the format as a template to engage with other local schools moving forward. Despite the increase in Freedom of Information (Fol) requests received, turnaround times remain consistently at 100%. The team has been proactive in working with Managers to reduce the number of requests that require a response from officers through increased publication of information on the Council's website. This has resulted in 27% of all requests being handled directly by the Freedom of Information Officer and an improvement of two days in turnaround time.



Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Member satisfaction with training and development events	100%	87%	92%	↓	Satisfaction levels have dropped though they remain above target. A new way of recording feedback has been introduced during period two in order to get more detailed feedback.	The information gathered will be used to make improvements to training and development events where applicable.
% of Freedom of Information requests (Fol) turned around in the statutory time limit	99%	99%	100%	↑	Performance remains consistently above target and there has been a reduction in the turnaround time of two working days during the period. A total of 266 Fol requests were received which is an increase of 28 compared to the same period last year.	Continue to monitor
Number of FOI challenges that are subsequently upheld	0	5	0	→	No issues noted	Continue to monitor

Table 9: Democratic Services performance exceptions

## Development Management

Monthly fee income from planning applications remains variable; strong performance in June was followed by lower returns for the remainder of period two. Whilst the number of applications received overall remains above target, there has been a reduction in the number of larger fee-paying major applications and an increase in non-major applications, in line with the national trend. This explains the reduction in income with current forecasting predicting a £100k shortfall at year end. Team performance remains consistently high in terms of the number of applications determined on time. The quality of decision-making also remains strong with 8 out of the 10 appeal decisions received, being dismissed. The 2 allowed appeals equates to only 1% of overall reportable decisions made by the service within the period.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Received planning applications	493	460	517	↑	There have been 24 more applications compared to the same period last year though there has been a drop in the number of major applications, in line with national trends.	Continue to monitor

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
% of major planning applications determined on time	100%	90%	100%	→	There have been 16 major applications received during period two, all of which were determined on time.	Continue to monitor
% of non-major applications determined on time	99%	80%	99%	→	There have been 279 non-major applications received during the period, of these, 277 were determined on time.	Continue to monitor
Appeals allowed as a % of all appeals	2%	9%	1%	↑	There were 295 reportable decisions during the period of which 10 progressed to appeal stage. Of the 10 appeals, 2 were allowed and 8 were dismissed.	Continue to monitor
Received income	£464,046	£1,019,200	£349,327	↓	Income is down by £114,719 compared to the same period last year. This is a result of a reduction in the number of major fee-paying applications which is in line with the national trend.	This measure is largely outside the Council's control as it is dependent on income from major planning applications. Nationally, there has been a notable decline in these types of planning applications.

Table 10: Development Management performance exceptions

## Enforcement and Community Safety

The number of licensed properties in the Gainsborough South-West ward has decreased during this period. This is due to Officers working proactively to identify unlicensed properties. The total number of licensed properties now stands at 644, with the overall total at the end of the scheme expecting to exceed 700. This is significantly higher than the estimated 550. A resource issue has impacted the investigation speed and outcomes across the housing work area, resulting in less officer time available to address cases. This has not impacted the team's ability to deliver with priority cases, however does remain an issue. Plans are in place to address these resource issues and an outcome is expected by the middle of October. Across both housing and planning enforcement, the number of cases closed within 6 months remains high with an average of 80% across both work areas. There continues to be a consistent case demand with 16 per month (housing) and 19 per month (planning). Likewise, an average of 80% of cases within planning enforcement are given an initial response within 20 working days.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Average time before a community safety case is closed	11 days	15 days	6.5 days	↑	Performance has improved consistently on a month by month basis for the last 16 months.	The target will be reviewed for 2020/21 to ensure it is reflective of current performance levels as well as being stretch based.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Number of community safety cases closed following compliance with Fixed Penalty Notices (FPN)	N/A	80	101	N/A	No issues noted	Continue to monitor
The number of private sector properties where conditions have been improved	N/A	28	14	N/A	This is a new performance measure for 2019/20, therefore there is no baseline comparison available. A staffing resource has impacted upon the team's capacity since July.	Resourcing issues are expected to be resolved during October and performance should therefore be on target for period three onwards. A review of the reporting system is also being undertaken to ensure information is being recorded accurately by officers.
% of housing enforcement cases closed within 6 months	N/A	75%	78%	N/A	This is a new performance measure for 2019/20, therefore there is no baseline comparison available.	Continue to monitor
% of planning enforcement cases closed within 6 months	N/A	75%	86%	N/A	This is a new performance measure for 2019/20, therefore there is no baseline comparison available.	Continue to monitor

Table 11: Enforcement performance exceptions

## Enterprising Communities

A number of service vacancies have been filled during the period, including a Project Support Officer and Community Broadband Officer. Our CCTV Service continues to respond to high volumes of incidents including shoplifting and anti-social behaviour. A total of 1,377 incidents were monitored during the period, with 143 reviews completed. Hemswell Cliff Managed Estate works continue to achieve positive results including improved maintenance of open green spaces and a continued reduction in anti-social behaviour incidents. Requests for funding from our Match Funding Grant have increased this year resulting in more projects being funded and an on-going pipeline. A total of £44,900 in community grants has been awarded during period two which is within agreed parameters. Initial exploration work has started on developing proposals for a refresh of Gainsborough Bus Station as part of our Community Transport Programme.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Number of Townwatch customers using the CCTV service	N/A	50	31	N/A	No issues noted	Continue to monitor

Table 12: Enterprising Communities performance exceptions

## Garden Waste Collection

New subscriptions have been consistently higher than anticipated throughout period two. The majority of new subscriptions are for new build properties and for those who have gone on to subscribe for an additional bin. Previous issues relating to the outsourced mail room and outsourced printing of bin subscription stickers have now been rectified. This has resulted in decreased demand on Customer Services staff; more efficient crew rounds and a reduction in the number of missed bins. Crews continue to reject bins that are presented without a subscription. A new procurement exercise is underway which should lead to improvements in the production of welcome packs for customers signing up to the service in year three.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Subscription take up	<b>58.3%</b>	58%	<b>64.2%</b>	↑	Crews continue to monitor bin presentation and reject any bins that are not subscribed to the service. There has been an increase in subscriptions later in the year due to residents moving in to new build properties and customers signing up for additional bins.	A clear communications strategy is in place to inform residents about the service for year three. This includes ensuring that all new housing developments receive the relevant literature.
Income generated by the Garden Waste service	<b>£897,032</b>	£780,615	<b>£914,095</b>	↑	The weather during period two has contributed to an increase in demand for the garden waste service. The majority of new income is a result of residents moving into new build properties; or customers signing up for an additional bin. Income is £17,063 higher than the same period last year, which equates to an additional 568 bins.	As above
% of garden waste collections that were missed	N/A	0.2%	<b>0.07%</b>	N/A	Turnaround time for residents to receive bin subscription stickers has reduced to five days as a result of producing the stickers in house. This has led to improvements in the round sheet for crews, resulting in fewer missed bins.	Continue to monitor

Table 13: Garden Waste performance exceptions

## Healthy District

The Active Communities Manager has now been appointed and outreach usage is steadily increasing. Satisfaction is centred around the Health Suite and in light of some of the feedback received regarding cleanliness; an ongoing monthly report will be requested at the next client meeting in October to analyse the comments and complaints and to identify improvements to the service provided to the customer.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Customer satisfaction with West Lindsey leisure facilities	95%	75%	96%	↑	Comments received during the period mainly relate to cleanliness of the Leisure Centre.	Issues relating to cleanliness will be addressed at the next client meeting in October.
Volume of people using the West Lindsey leisure centre	96,674	57,131	107,324	↑	There were 10,650 additional people using the Leisure Centre during period two compared to the same period last year.	No issues noted.

Table 14: Healthy District performance exceptions

## Home Choices

This period has seen a refocus of the private rented sector's work objectives to assist Prevention officers with accessing the private rented sector. This has led to improved liaison between the Private Rented Officer and Landlords. A total of 19 people have been housed from the Housing Register during period two. At a recent meeting with the Ministry for Housing, Communities and Local Government, West Lindsey was identified as being in the top 10% of all local authorities for the number of people housed in the private sector, as well as for comparatively low usage of temporary and bed and breakfast accommodation.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Number of households using temporary accommodation	23	24	19	↑	Performance is continuing to improve	Improved working practices and better liaison with landlords should ensure continued improvements in performance during period three.
The number of cases prevented from becoming homeless within the statutory target (56 days)	80	120	57	↓	Improved working practices have led to long-term cases being significantly reduced during the period.	As above
The number of cases relieved from homelessness within the statutory target (56 days)	N/A	60	68	N/A	As above	As above
Number of nights spent in B&B accommodation	123	0	58	↑	Performance has been impacted due to an incident between 2 flats which necessitated the use of B&B accommodation.	Significant improvements have been made but complex cases will impact figures where they arise.

Table 15: Home Choices performance exceptions

## Housing

The number of referrals for Disabled Facilities Grants (DFGs) is higher than average and if this trend continues it may impact on the level of resources need to complete the works in a timely manner. A new contractor framework has been introduced within period two which is likely to impact on some of the overall completion timescales. At this stage, completion times remain consistent and continue to be monitored. The work relating to empty homes in the Gainsborough South-West Ward continues to be positive and the overall number of long-term empty properties continues to decrease.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Customer satisfaction with DFGs	100%	92%	100%	→	Satisfaction remains consistently high	Continue to monitor
Average cost of Disabled Facilities Grants (DFGs)	£7,259	£7,500	£5,630	↑	No issues noted	Continue to monitor
Average number of days from DFG referral to completion	124	120	172	↓	A new contractor framework has commenced across the county and, in turn, new processes for staff and contractors. The majority of simple works are still completed within a much smaller timescale.	The overall figure is expected to steadily reduce as the framework becomes embedded. The target will be subject to review at the end of the year to ensure it is aligned with the framework timescales.

Table 16: Housing performance exceptions

## ICT

Following a performance workshop held in June 2019, a new set of performance measures have been identified which provide a much better picture of service demand, activity and productivity compared to the previous set of measures. This will enable continuous learning and improvement within the ICT service. These new measures have been signed off by the ICT Board, who agreed that reporting against these new measures should begin straightaway. The remainder of 2019/20 is being used as a baseline with targets to be allocated from 2020/21. In terms of team activity, the continued work on cyber security protected the Council from serious cyber-attacks such as the DejaBlue Worm and the BioStar security leak which violated 23 gigabytes of data and 30 million records in organisations such as the Metropolitan Police. In total during period two, 300,000 ransomware attacks were detected and 56% of emails were classed as spam.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Number of helpdesk requests received	N/A	N/A	547	N/A	Of the requests received, 8 were received via email; 265 were reported directly by the ICT team and 274 were reported by officers using the helpdesk portal.	The ICT team will use this information to analyse demand and the type and frequency of requests received in order to make improvements where possible.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Average time taken to action helpdesk requests	N/A	N/A	<b>3.8 days</b>	N/A	This measure will be used to monitor turnaround times with a view to making improvements to the service provided	As above
Number of change management requests received during the period	N/A	N/A	<b>3</b>	N/A	This measure will be used in conjunction with the measure below to identify where improvements can be made to the service	As above
Number of change requests completed during the period	N/A	N/A	<b>21</b>	N/A	The number of change requests completed during the period is higher than the number received as the majority have been carried over from the previous period.	As above

Table 17: ICT performance exceptions

## Licensing

Income for period two has increased by 10.3% (or £5,336.00) compared to the same period last year. One reason for this is an increase in applications equating to 13% (or 39 applications). The following Licensing income streams have all contributed to extra income within the period: alcohol, animal welfare, gambling and scrap metal. Animal welfare applications continue to be submitted throughout the year as a direct result of the 2018 revised legislation. Conversely, tax income has reduced when compared to the same period in 18/19, however it remains within budget. Overall, licensing income is currently operating ahead of its projected budget by £11k however, this will even out over the remainder of the year. The number of applications received is largely demand led and to a great extent beyond the Council's control, so there will always be a degree of fluctuation in the amount of applications received.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Income received	<b>£71,573</b>	£118,700	<b>£80,486</b>	↑	Cumulative income for the year to date has increased by £8,913 compared to last year. For period two alone, income is up 10% compared to period two last year. This is a result of an increase in applications, as explained in further detail in the summary above.	Continue to monitor
Number of applications received	<b>299</b>	260	<b>338</b>	↑	There has been a 13% increase in applications compared to the same period last year, equating to 39 additional applications. A breakdown of application types is included in the summary above.	Continue to monitor



Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
% of applications processed within the target time	96%	96%	100%	↑	Turnaround time has remained consistently high since staffing issues within the team have been addressed.	Continue to monitor

Table 18: Licensing performance exceptions

## Local Land Charges

The focus for period two has been to reduce turnaround times following a new officer starting post in the team in June. This was after a resource issue was highlighted in 2018/19. Turnaround times have begun to reduce month on month since June 2019 although staff absence and time required for new staff training has impacted performance. Turnaround times reduced significantly in September to 9.8 days and the service is striving to continuously improve performance, demonstrating the benefit of additional staff resource. Market Share remains on target at 65% and this is significantly higher than other local authorities in the area where market share is typically in the 30-40% margin.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Number of searches received	924	772	865	↓	The number of searches received is driven by the property market	
Income received	£56,309	N/A	£49,965	↓	Performance is measured on a cumulative basis against direction of travel. Income for the first half of 2019/20 is down by £6,344 compared to the same period last year. The level of income is largely driven by the property market which has slowed over the last year.	As above.
Time taken to process a search	11.3 days	10 days	14.9 days	↓	Turnaround times have been impacted by staff absence during June, July and August, as well as training a new member of staff.	Turnaround times have begun to decrease month by month since a new officer commenced post within the team in June. Performance improved significantly during September with turnaround times reducing to 9.8 days. This trend is expected to continue for the rest of the year and the year-end target is expected to be met.

Table 19: Local Land Charges performance exceptions



## Regulatory Services

The additional officer working within the Food Safety area is now undertaking inspections and the increase in activity can be seen with improved performance levels from July onwards. The Council is on target to achieve 90% of inspections as per its work plan. Alongside this, the number of food premises rated at least 3\* remains consistent. Officers continue to work positively with businesses and there is continuing demand for (charged) inspection revisits. The speed at which Environmental Protection cases are closed remains consistently high with an average of 60 service requests received per month.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
% of food premises rated at 3* or above	97%	95%	97%	→	No issues noted	Continue to monitor
Number of Environmental Protection requests received	N/A	82	258	N/A	No issues noted	Continue to monitor
% of Environmental Protection cases closed within 6 months	N/A	75%	99%	N/A	No issues noted	Continue to monitor

Table 20: Regulatory Services performance exceptions

## Street Cleansing

Street cleansing costs per household for last year were £12.21 which is in the top quartile of all authorities benchmarked through APSE. The cost per household for period two 2019/20 is £12.95, this represents a 2.04% increase from period one 2019/20 and a 6.6% increase from 2018/19, mainly due to rising fuel costs. The service continues to have strong links with communities, the Great British Spring Clean initiative helped increase the number of voluntary litter picks in April/ May and has helped in keeping residents engaged in further community tidy ups. There have been 24 volunteer litter picks during the period, meaning performance is exactly on target as well as representing a 4.34% increase in activity compared to the same period last year. With further community engagement, this trend is expected to continue. Since the introduction of Schedule 4 the amount of abandoned shopping trolleys found/collected from our streets has reduced by 70%. During period two, there were 247 instances of fly-tipping of which 244 (or 98.8%) were collected and disposed of within the Service Level Agreement. The street cleansing service continues to strive to deliver an excellent service to its stakeholders and again for period two compliments far exceed complaints.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Income generated	£15,847	£26,200	£45,483	↑	One off payments have been made in July 2019, including Hemswell Management Fee, weed spraying and the collection of abandoned shopping trollies.	Continue to monitor

Table 21: Street cleansing performance exceptions

## Systems Development

Proactive monitoring and management of services ensures high standards of performance are maintained.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Level of LLPG standard achieved	<b>Gold</b>	National standard	<b>Gold</b>	→	Performance remains above target	Continue to monitor
Website availability	<b>100%</b>	98%	<b>100%</b>	→	Performance remains above target	Continue to monitor

Table 22: Systems Development performance exceptions

## Town Centre Management

Performance remains significantly below target for Gainsborough market. Stall take up by traders on the Tuesday market has declined with a take-up of 291 stalls compared to 377 in the same period last year. This represents a 17.5% decrease. For the Saturday market, there has been a take-up of 124 stalls compared to 279 for the same period last year, representing a 55.5% decrease. In-house led operational changes have now been implemented which have led to efficiency savings being made. Further options are to be viewed, the Council is seeking to understand options around different delivery methods for Gainsborough Market, and meanwhile an interim arrangement with Marshall's Yard is in place. The Gainsborough Farmers Market has now been relocated onto Market Street, Gainsborough, in order to forge better links with Marshall's Yard & the Gainsborough Market Place and to bring additional footfall into the Market Place. The Farmers' Market continues to perform strongly with stall take-up at 100%. Additional traders making enquiries are being encouraged to take a stall on the Gainsborough Market and this has led to a small increase in stall take-up on the Saturday market on days when the Farmer's Market is in operation. The three day Gainsborough Food and Garden Festival in June was well supported and well received. A second three day event is scheduled for November. This is a Christmas themed event which incorporates the Christmas Light Switch On.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Average number of paid for market stalls – Tuesday	<b>38</b>	37	<b>31.5</b>	↓	The number of market stalls continues to be affected by adverse weather conditions, traders giving notice of their intention to vacate their stalls, ill-health of traders and a cancelled market in August (due to weather warnings being issued).	Members agreed to undertake a one year trial arrangement between Marshall's Yard and the Council in an effort to improve market performance. The findings of this arrangement are due to be reported back to Members in period three for decision on a way forward. A three day event is scheduled for November as outlined above.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Average number of paid for market stalls - Saturday	16	14	7	↓	As above	As above
Income received	£12,149	£17,542	£15,992	↓	Income is down as a result of a reduction in traders.	Traders are entitled to take a total of four weeks annual leave. A number of traders are still to use this entitlement and this will have a further negative impact on income for the remainder of the year.

Table 23: Town Centre Management performance exceptions

## Trinity Arts Centre

Trinity Arts Centre (TAC) has enjoyed a successful period with great achievements in engaging young people and showcasing local community talent. In June TAC welcomed hundreds of primary school children from the district who enjoyed free tickets to see 'The Flying Bath' by Little Angel Theatre. For the duration of 2019, TAC has enjoyed a strong partnership with the award-winning London based theatre company who have sent an artist into local schools to engage them in special 'making' workshops. The project concludes in November with a final performance of Emily Rising. TAC is one of only ten venues across the UK to be part of this unique and vital arts project. In July the Arts Centre enjoyed its busiest month of community productions in its history. The usual community group productions were hosted along with the addition of new groups moving from other theatres to perform at Trinity. Gainsborough Musical Theatre Society in particular enjoyed their most ever successful production achieving over 80% capacity and turning over the most money ever seen in box office sales. August was a successful month of family films with most screenings selling out and additional ones having to be added to the schedule. In September, Trinity Arts Centre enjoyed a Gainsborough first with Britain's Got Talent and Ab Fab Movie star 'La Voix' launching her sold out UK tour from TAC. Income for the period came in at £13,377.00 with an average spend per head on secondary sales of £2.10.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Audience figures	6,414	4,800	7,023	↑	Audience figures were at full capacity in July and audiences for family films surpassed all predictions in August.	N/A

Table 24: Trinity Arts Centre performance exceptions

## Waste Collection

The recycling rate has continued to rise due to the green waste service exceeding its targets once again (54%). The Council is working closely with the Lincolnshire waste partnership to be able to offer a more comprehensive recycling collection service; and to reduce the amount of contamination within the

recycling stream. To coincide with the attempts to reduce contamination a new county wide Mixed Dry Recycling Strategy has been agreed and all the districts web-sites have been aligned to ensure a consistent message. Trials of both food waste and separate paper/card collections have begun in several districts, the Lincolnshire Waste Partnership Strategic Officers Working Group are in talks with the Department for the Environment, Food and Rural Affairs (DEFRA) regarding food waste collection roll out before the 2023 deadline. The cost of service is slightly higher than the target which was set before the national public sector pay rise was agreed and implemented. However, the Council still represents good value for money when benchmarked with other local authorities.

Measure	Baseline Perf (P2 2018/19)	Target	Current Perf (P2 2019/20)	DOT	What is affecting performance?	What do we need to do to improve and by when?
Surplus generated by the trade waste scheme	N/A	£79,500	<b>£108,959</b>	N/A	There are now over 350 customers using the scheme.	Continue to monitor
Number of missed black and blue bin collections	<b>318</b>	380	<b>310</b>	↑	The number of missed collections remains low and this is expected to continue as a result of improvements to the staff rotas which have resulted in a better service for the customer.	Continue to roll out service improvements.
% of missed bins collected within the Service Level Agreement	<b>96%</b>	95%	<b>98%</b>		As above	As above

Table 25: Waste Collection performance exceptions



**Prosperous Communities**

**Tuesday, 22 October 2019**

**Subject: Proposed Fees and Charges 2020/21**

Report by:

Executive Director of Resources

Contact Officer:

Sue Leversedge  
Business Support Team Leader

sue.leversedge@west-lindsey.gov.uk

Purpose / Summary:

Propose Fees and Charges to take effect from 1 April 2020.

## **RECOMMENDATION(S):**

- 1. That Members consider the proposed fees and charges for 2020/21 as detailed, and make recommendation to Corporate Policy and Resources Committee for approval.**
- 2. That Members recommend to Corporate Policy and Resources the charges for the Crematorium and these be applied upon opening.**
- 3. Managers keep fees and charges under review throughout the year, and report to Corporate Policy and Resources Committee any changes during the year if required.**

## IMPLICATIONS

**Legal:**

Where fees and charges are set by legislation at national statutory rates, these will be applied as notified.

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## Financial : FIN/84/20/TJB

The 2020/2021 fees and charges are explained in the body of this report. The financial effects of the increases, together with introducing new charges will be built into the Council's revenue budget.

The fees and charges base budget 2019/2020 and 2020/2021 for this Committee is broken down as follows;

Category	2019/20 Base Budget Income £	2020/21 Base Budget income £
Statutory	1,038,400 (30%)	1,029,200 (27%)
Non-Statutory	1,884,700 (55%)	2,215,500 (57%)
Price on Application (POA)	545,300 (15%)	610,500 (16%)
<b>Total</b>	<b>3,468,400 (100%)</b>	<b>3,855,200 (100%)</b>

As most of these charges have been previously approved and/or remain static, and the fact that other charges are limited in demand there is only a minimal benefit for the Medium Term Financial Plan (MTFP) of £17,600 in 2020/21, rising to £24,100 in 2024/25.

Where inflation has been applied to fees and charges at 3% in 2020/21, it is proposed that inflation is assumed to be 2% for future year budgets within the MTFP.

Details of the proposed increases to each service area are contained within the report at Section 4.

The cumulative impact on the MTFP of the fees and charges review in relation to services within Prosperous Communities is;

Year	Increase in Contribution pa £	Cumulative Increase in Contribution £
2020/21	(17,600)	(17,600)
2021/22	(100)	(17,700)
2022/23	(100)	(17,800)
2023/24	(1,100)	(18,900)
2024/25	(5,200)	(24,100)

**Staffing:** None arising as a result of this report.

**Equality and Diversity including Human Rights:** None arising as a result of this report.

**Data Protection Implications:** None arising as a result of this report.

**Climate Related Risks and Opportunities :**

None arising as a result of this report.

**Section 17 Crime and Disorder Considerations :**

Some fees and charges are set to discourage anti-social behaviour i.e. the bulky waste service and impact on fly tipping.

CCTV service charges are set to encourage take up of the service to increase public safety in the district and reduce anti-social behaviour.

Fixed Penalty Notices are fees set by the Government to enable Local Authorities to take action against anti-social behaviour.

**Health Implications:** None arising as a result of this report.

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

None.

**Risk Assessment :**

There is a risk that an increase in fees and charges may impact on the usage of the service resulting in budget pressures.

**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 Introduction**

- 1.1 This report and appendices set out the proposed fees and charges for 2020/21.
- 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 cost recovery and income generation from fees and charges and eligibility for concessions.
- 1.3 It is recognised that 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 fees set by statute.
- 1.6 A full review of the VAT rate applicable to all fees and charges has been undertaken by our advisors PSTax Ltd to ensure we are compliant with HMRC guidance.

## **2 Fees and Charges Policy and Process**

- 2.1 The review of fees for 2020/21 has been undertaken through a robust exercise including determining total service cost, determining a pricing level to ensure full cost recovery, then considering benchmarking data and market conditions to determine an appropriate charge.
- 2.2 Budget Managers have worked with their Finance Business Partner in undertaking this review.
- 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 The greatest risk/concern for Managers is receiving challenges to the level of fees and charges set. 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.

- 2.5 Where fees have been reviewed, having a greater regard to benchmarking data where such data is available, we have tried to ensure that they are at a level whereby they do not vary substantially when compared to other local authorities in the area. In most cases the proposed fees remain around the median to third quartile on the benchmarking range to reduce the likelihood of challenge.
- 2.6 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.
- 2.7 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.
- 2.8 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.
- 2.9 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.

### **3 Fees and Charges Review**

- 3.1 Of the 579 fees and charges reviewed 39% are statutory and 61% are non-statutory.
- 3.2 Of the 224 statutory fees and charges set by Central Government 80% have experienced no change in the level of fees with 19% seeing an increase in fees. There has been 1 (1%) new statutory fee for 'larger home extensions' (effective 19/08/19) being within Planning Applications.
- 3.3 The increases in fees and charges for statutory services sit primarily within Environmental Services and relate to fees and charges set by Defra. An announcement regarding any changes to these fees and charges is expected in February 2020 and the schedule will be updated to reflect any amendments once known.
- 3.4 Of the 355 non-statutory fees and charges 41% have experienced no change, 46% have increased and 1% have decreased. There have been 41 new non-statutory fees and charges (12%);
- 1 within Planning Applications
  - 4 within Strategic Housing
  - 2 within Licensing

- 34 in relation to the new Crematorium

3.5 Of those 164 (50%) non-statutory fees and charges increased this equates to an average of £11.80 in monetary terms (net of VAT).

3.6 Of the 4 (1%) non-statutory fees and charges decreased this equates to an average decrease of £96.67.

They sit within the Licensing schedule, and relate to change of details for scrap metal companies, and transfer of sex shop licence.

The decrease is proposed to avoid challenge as the amended charge achieves total cost recovery, and brings them in line with benchmarking data.

3.7 The following services are currently provided with prices on application;

- Trinity Arts Centre (except room/theatre hire)
- Building Control Commercial Services
- Trade waste services
- Private street cleansing work
- CCTV services

This is due to the variety of requirements of customers. Pricing models have been developed to assist officers in developing a price range, based on the individual requirements and specifications of the customer.

3.8 The following fees and charges have been approved by Corporate Policy & Resources committee during 2019/20 and are included here for completeness;

- Street naming and numbering (CP&R 25/07/19)
- Car parks – Roseway 24 hour parking – Travelodge (CP&R 11/04/19)

3.9 The proposed fees and charges will apply from 1<sup>st</sup> April 2020, unless there are other constraints preventing this, in which case the operative date will be as soon as practicable after 1<sup>st</sup> April.

3.10 However, in relation to the new Crematorium which is due to open by the end of January 2020 fees and charges will apply upon opening.

3.11 The following appendices provide the detail and analysis of pricing and demand and the proposed charges, and are summarised by service area below;

## **4. SUMMARY OF PROPOSED FEES AND CHARGES BY SERVICE AREA**

### **4.1 Appendix A: Car Parks**

Fees were set in accordance with the Gainsborough Car Park Strategy approved previously effective from 1<sup>st</sup> April 2018.

Charges for Market Rasen permits were considered by members separately and have been increased in line with the 2<sup>nd</sup> year increase approved during 2019/20.

A new charge of £6.50 was introduced for 24 hour parking at Roseway for Travelodge customers, this was approved by the Corporate Policy and Resources Committee in April 2019.

It is proposed not to increase the remaining fees and charges for car parks at this time but a review is being undertaken as data on usage can now be analysed against the current Car Park Strategy expectations.

### **4.2 Appendix B: Cemeteries**

It is proposed to increase the majority of fees and charges by 4% to bring them into line with neighbouring Authorities.

### **4.3 Appendix C: Environment Services**

Mainly statutory fees set at the maximum level.

Of those which are non-statutory a 6% increase has been proposed to 5 fees and charges to bring into line with benchmarking data.

A further 3 charges have been increase by inflation at 3%

### **4.4 Appendix D: Fixed Penalty Notices**

Mainly statutory set charges.

Inflation at 3% is proposed to be applied to non-statutory fees and charges relating to high hedges.

### **4.5 Appendix E: Land Charges**

A 6% increase is proposed across all fees and charges to reduce subsidy. The resulting levels are consistent with benchmarking data for neighbouring Authorities.

### **4.6 Appendix F: Licensing**

An inflationary increase of 3% has been applied for all non-statutory fees that WLDC have the powers to set.

Where benchmarking data is available a proposed increase of 6% has been applied to bring in to line with comparable data.

The schedule of charges for zoos is proposed as a set fee rather than an officer hourly rate.

The charge for scrap metal year 3 follow up compliance inspection has been removed as this is no longer carried out.

#### **4.7 Appendix G: Markets**

There is an ongoing review of the service – it is proposed to make no changes at this time.

#### **4.8 Appendix H: Planning**

Proposal to increase Pre-Application Advice by inflation at 3%.

Propose a new non-statutory charge - the focus on improving performance for our customers has ensured that the service has developed with a much sounder understanding of their needs. For instance the service has proposed to introduce a simplified “Do I need planning permission?” enquiry for the benefit of customers, whilst the fee is set at an accessible level in order to only cover service costs.

If a customer makes an enquiry currently they are required to submit a pre-application which costs £96 per application currently. The aim is to enable the customer to make a simpler enquiry for £25, which may result in the application not progressing to the full pre-application stage.

A new statutory charge was effective from 19 August 2019 – ‘larger home extensions’.

There are no changes to the remaining statutory fees and charges.

CIL charges were proposed by WLDC prior to adoption and were subject to consultation. As part of this process they were subject to a public examination by an independent person, namely an Inspector from The Planning Inspectorate. These were then formally adopted by Council. As such these rates cannot be subject to change without a full inspection by a similar independent person.

#### **4.9 Appendix I: Strategic Housing**

There are currently different levels of charge for multiple hazards within Housing Enforcement Charges. It is proposed to simplify the charging mechanism by introducing one charge, regardless of the number of hazards, based on an average of past cases.

It is proposed to increase the ‘Mandatory HMO Licence Application’ fee by £25 (3%) to achieve total cost recovery in this area.

It is proposed to increase the 'Immigration Procedure Inspection' charge by 6% to bring into line with comparable data, although the volumes are minimal.

#### **4.10 Appendix J: Waste Services**

Proposed increase by inflation at 3% to the sale of sacks, and bulky waste collections.

No change to the sale of new and replacement bins as total cost recovery achieved in this area.

It is proposed that the subscription to Garden Waste collection service is frozen at the current annual rate of £35, based on current take up and future projections of costs of providing the service.

#### **4.11 Appendix K: Trinity Arts Centre**

Following a review of hire of room/theatre charges in 2018 these charges are now set fees which are included in the fees & charges schedules. It is proposed to maintain these charges at the current rate for 2020/21, as it is felt that any increase at this time may be detrimental to usage.

All other fees & charges generated by the centre are Price on Application (POA) but analysis of income generation is provided within the Appendix for information.

#### **4.12 Appendix L: Crematorium**

The crematorium is scheduled to open in January 2020 and the proposed schedule of charges has been compiled based on the experience and knowledge of the Crematorium Manager with regard to the fees set by neighbouring crematoria, in order that we are competitive.

It is proposed that the charges are effective from the opening date and remain the same for the subsequent financial year, 2020/2021.

The charges will be reviewed for 2021/2022 based on the activity and data collected in the initial operational period in line with the Fees and Charges Policy.

#### **4.13 Appendix M: CCTV Service (Commercially Sensitive\*)**

Charges are Price on Application but analysis of income generation is provided within the Appendix for information.

#### **4.14 Appendix N: Building Control (Commercially Sensitive\*)**

Charges have been based on a cost recovery basis but are considered to be commercially sensitive.

\*The Proper Officer has determined in preparing Appendices M & N that paragraph 3 should apply. The view of the public interest test was that while he

was mindful of the need to ensure the transparency and accountability of public authority for decisions taken by them in relation to the spending of public money, disclosure of the information would give an unfair advantage to tenderers for commercial contracts.

This information is not affected by any other statutory provision which requires the information to be publicly registered.

On that basis it was felt that the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Members are asked to consider this factor when excluding the public from the meeting.



# **FEES AND CHARGES REPORT**

## **APPENDIX A – CAR PARKS**

### **1. Service Description**

Car parks are operated by the council in Gainsborough and Market Rasen.

New Pay & Display (P&D) and permit tariffs were introduced for both Gainsborough and Market Rasen during 2018/19 and 2019/20, as part of the car parking strategy approved by CP&R on 27<sup>th</sup> July 2017. 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.

The purpose of the strategy was to review and update the car parking provision to ensure that the supply of car parking responds to current and future demand, and is aligned to the regeneration programme of Gainsborough.

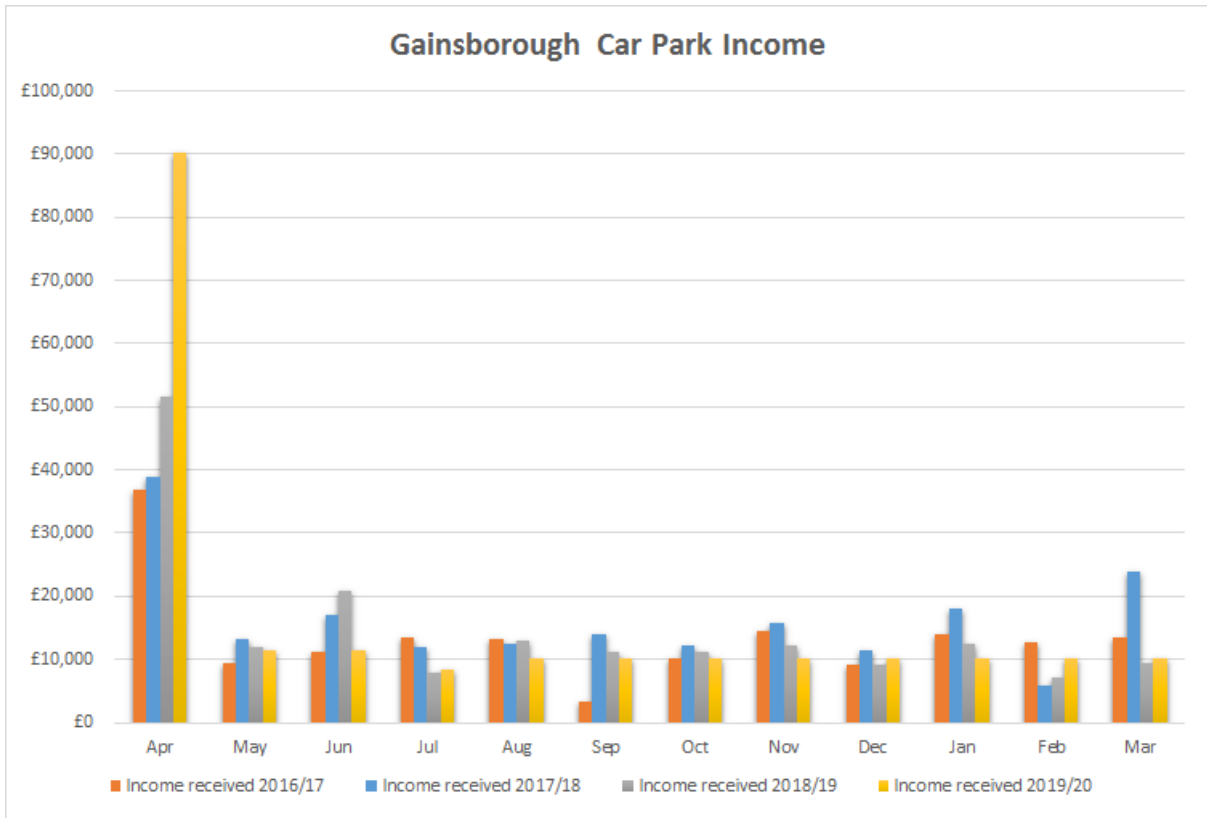
Prior to this it had been decided to install new ticket machines in both towns and link these to a data collection system to inform future decisions, including setting new tariffs and understanding demand. The system also allows remote monitoring of the machines serviceability, amount of cash held and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

In February 2019 we received a request from Travelodge to review the free permit parking system put in place when they initially opened the hotel, and look at the possibility to implement a 24 hour hotel only tariff. This was approved by CP&R on 11<sup>th</sup> April 2019. The new tariff which costs £6.50 for 24 hours of parking and can be purchased from the P&D machine or via the Ringo app (Pay by Phone), and also requires a permit provided by Travelodge to be placed in the vehicle. The Travelodge tariff came in to effect on 22<sup>nd</sup> July 2019.

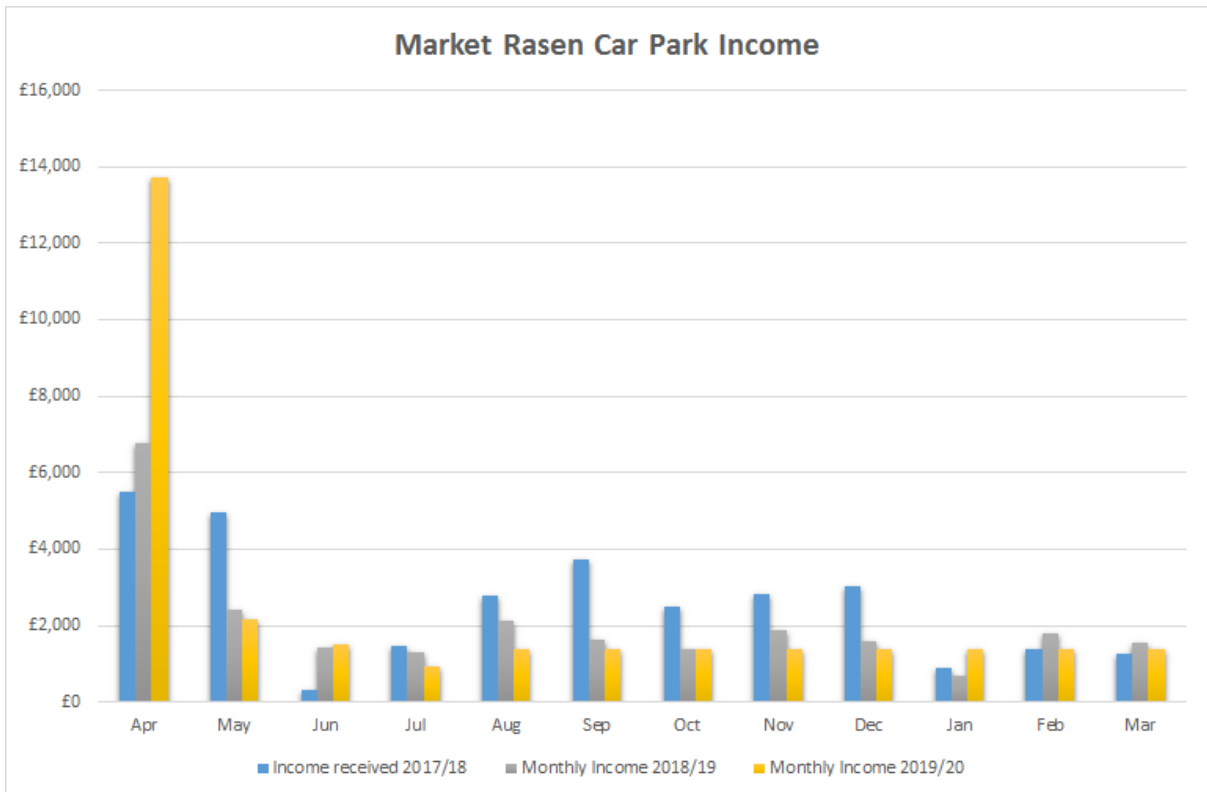
### **2. Prior years analysis, current financial year projections**

The graphs below illustrate:

Gainsborough combined income (car parks & permits) 2016/17, 2017/18, 2018/19 and 2019/20 actuals to July with estimates to year end.



Market Rasen combined income (carparks & permits) 2017/18, 2018/19 and 2019/20 actuals to July, estimates to year end.



The table below highlights actual income achieved collectively across the car parks over the last three financial years (estimated for 2019/20).

	<b>Total</b>	<b>Budget</b>	<b>Under/(over)</b>
*Income received 2016/17	161,631	235,900	74,269
Income received 2017/18	225,135	262,700	37,565
Income received 2018/19	202,114	301,900	99,786
Income received 2019/20	225,135	284,300	59,165
<i>*Gainsborough Only - No charges for Market Rasen</i>			

### 3. Pricing

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

Whilst fees have covered the costs in previous years this didn't happen in 2018/19 and isn't expected to do so over the period of the Medium Term Financial Plan. Reasons for this are varied, including Roseway car park being closed for half of 2018/19 (one-off), moving to 1 hour free parking and use of supermarket free parking.

Whilst our car park fees have been identified as being in the mid-range, previous benchmarking showed that our permit fees were considerably lower. Because the benchmarking showed our permit fees could be detrimental to our financial position when compared to our P&D income, since April 2018 for Gainsborough & April 2019 for Market Rasen we have worked to alleviate this by way of a 2 part price increase for both areas to which Gainsborough has now been completed as of 1<sup>st</sup> April 2019 with Market Rasen soon to undergo their second increase in April 2020, as passed by Prosperous Communities Committee on 23<sup>rd</sup> October 2018.

### 4. Understanding Customers and Markets

The new machines installed in Gainsborough in August 2016 and installed in Market Rasen in February 2017, support a data collection system which will provide excellent information on usage going forward and are a key tool in assessing future fees and charges.

A recommendation of the strategy was a change to the P&D tariff with replacing the "free parking after 3pm" tariff with a free first hour at any time. This was introduced in Gainsborough following a consultation exercise where it was overwhelmingly preferred.

Following the introduction of the increase in permits prices in both Gainsborough and Market Rasen permit sales have increased marginally. At the same time there has been a decrease in P&D ticket income.

## **5. Proposed Charges**

It is proposed that the pay and display tariffs for both Gainsborough and Market Rasen are left unchanged with effect from 1<sup>st</sup> April 2020. Similarly having increased for the previous two years Gainsborough permit charges are left unchanged.

As mentioned above it is proposed that charges for Market Rasen permits are increased as being approved by Prosperous Communities Committee on 23<sup>rd</sup> October 2018.

The bus station allocated stand charges will be increased by May RPI at 3%.

## **6. Recommendation**

Members are asked to approve charges for the 2020/2021 financial year as detailed in the schedule below.

2019/20	Proposed Increase/decrease		2020/21	VAT Amount	2020/21 Charge Inc. VAT	VAT Rate
	% Type	or £				

**Car Parks**

Gainsborough not including Roseway	0-1 hours	£0.00		£0.00	£0.00	£0.00	S
	1-2 hours	£0.92		£0.92	£0.18	£1.10	S
	2-3 hours	£1.33		£1.33	£0.27	£1.60	S
	3-4 hours	£1.67		£1.67	£0.33	£2.00	S
	4-6 hours	£2.75		£2.75	£0.55	£3.30	S
	6+ hours	£3.25		£3.25	£0.65	£3.90	S
Roseway only	0-1 hours	£0.00		£0.00	£0.00	£0.00	S
	1-2 hours	£1.15		£1.15	£0.23	£1.40	S
	2-3 hours	£1.66		£1.66	£0.33	£2.00	S
	3-4 hours	£2.09		£2.09	£0.42	£2.50	S
	Travelodge permit	£5.42		£5.42	£1.08	£6.50	S
Market Rasen	0-1 hours	£0.00		£0.00	£0.00	£0.00	S
	1-2 hours	£0.00		£0.00	£0.00	£0.00	S
	2-3 hours	£0.67		£0.67	£0.13	£0.80	S
	3-4 hours	£0.83		£0.83	£0.17	£1.00	S
	4-6 hours	£1.42		£1.42	£0.28	£1.70	S
	6+ hours	£1.67		£1.67	£0.33	£2.00	S

**Annual Season Tickets**

Gainsborough only	Mon-Sat	£510.00		£510.00	£102.00	£612.00	S
	Mon-Sat (If paid by monthly DD)	£440.00		£440.00	£88.00	£528.00	S
	Mon-Fri	£430.00		£430.00	£86.00	£516.00	S
	Mon-Fri (If paid by monthly DD)	£350.00		£350.00	£70.00	£420.00	S
Market Rasen Only	Mon-Sat	£180.00	£75.00	£255.00	£51.00	£306.00	S
	Mon-Sat (If paid by monthly DD)	£150.00	£70.00	£220.00	£44.00	£264.00	S
	Mon-Fri	£145.00	£70.00	£215.00	£43.00	£258.00	S
	Mon-Fri (If paid by monthly DD)	£120.00	£55.00	£175.00	£35.00	£210.00	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 categorised 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.

**Electric Vehicle Charging**

Roseway car park (2 charging bays)	charge per kWh	£0.25		£0.25	£0.05	£0.30	S
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**Bus Station**

Allocated stand	Per quarter for first stand	£298.50	3%	£307.50	£0.00	£307.50	OS
	Per quarter for second stand	£183.50	3%	£189.00	£0.00	£189.00	OS
Registered Casual Users Per Quarter		£56.00	3%	£57.50	£0.00	£57.50	OS

# FEES AND CHARGES REPORT

## APPENDIX B – CEMETERIES

### 1. Service Description

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

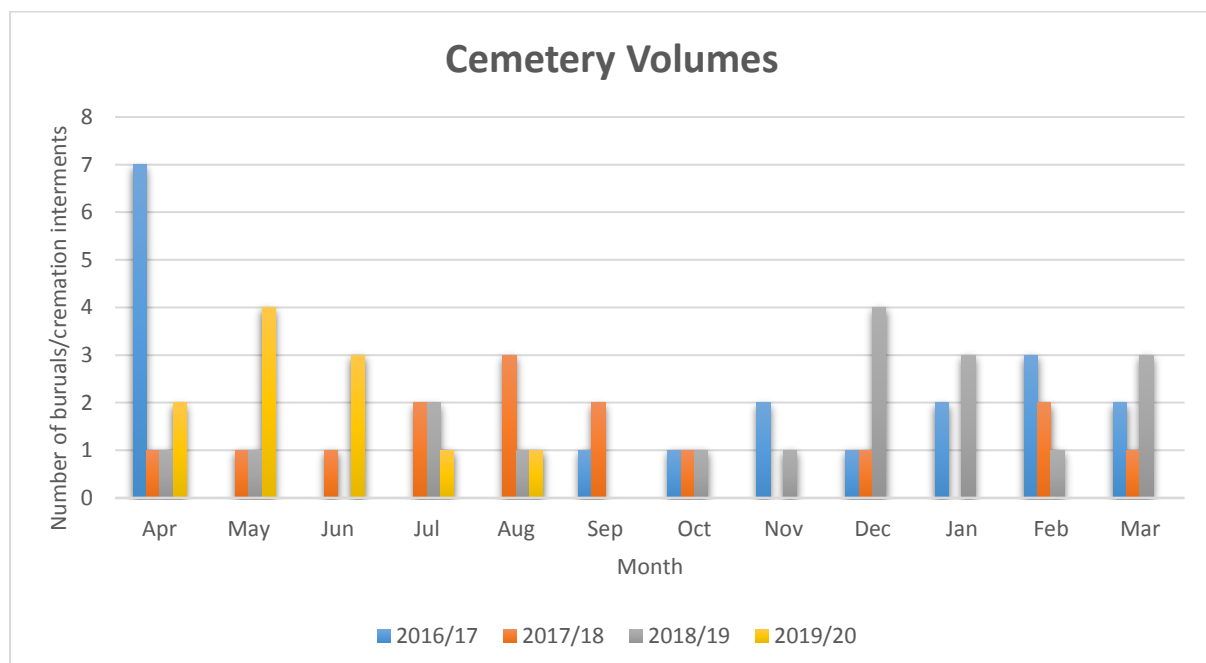
Costs for maintaining the grounds at these sites have been steadily increasing, but the income received from the sites is small and therefore the council heavily subsidises these areas. In 2018/19 the net cost was £49,987.

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

### 2. Prior years analysis – Current financial years estimates

The Cemetery service is demand driven and cannot be influenced. The table below illustrates volumes for 2016-17, 2017-18, 2018-19 and actuals to August 2019.



### 3. Pricing

Recent benchmarking shows the fees set for this services are now more in alignment with neighbouring councils. The 2018-19 approved increase was the final step

towards the charges set by other councils. With effect from 2019-20 the proposal is to increase fees by slightly above RPI, by 4%, rounded to the nearest 50p apart from 'Exclusive right of Burial child up to 12 years' which we have frozen at £100.

#### **4. Understanding Customers and Markets**

The table below shows the last 3 financial year volumes data for burials for West Lindsey District Council and volumes to 31<sup>st</sup> August for the current year. There has been a small increase in numbers over the last financial year.

The service is one that is linked to the demographics of the area and the space available.

<b>Financial years</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Totals</b>
2015/16	0	0	5	0	2	3	1	0	1	2	3	5	22
2016/17	7	0	0	0	0	1	1	2	1	2	3	2	19
2017/18	1	1	1	2	3	2	1	0	1	0	2	1	15
2018/19	1	1	0	2	1	0	1	1	4	3	1	3	18
2019/20	2	4	3	1	1								11

#### **5. Proposed Charges**

The proposed charges are outlined in the table below.

#### **6. Recommendation**

Members are requested to recommend to Council the charges for the 2020/21 as detailed in the schedule below.

2019/20	Proposed Increase/decrease		2020/21	VAT Amount	2020/21 Charge Inc. VAT	VAT Rate
	£	% Type or £				

**Exclusive Rights of Burial (B) or Cremated Remains (C) in Earthen Graves**

Single Grave not exceeding 9' x 4' (99 years) (B)	£594.50	4%	£618.50	£0.00	£618.50	OS
Double Grave not exceeding 9' x 4' (99 years) (B)	£832.50	4%	£866.00	£0.00	£866.00	OS
Triple Grave not exceeding 9' x 4' (99 years) (B)	£930.50	4%	£967.50	£0.00	£967.50	OS
Single Grave not exceeding 9' x 4' (50 years) (B)	£297.50	4%	£309.50	£0.00	£309.50	OS
Double Grave not exceeding 9' x 4' (50 years) (B)	£416.00	4%	£432.50	£0.00	£432.50	OS
Triple Grave not exceeding 9' x 4' (50 years) (B)	£465.50	4%	£484.00	£0.00	£484.00	OS
Cremated remains only grave not exceeding 4' 6" x 4' (C)	£356.50	4%	£371.00	£0.00	£371.00	OS
Cremated remains only grave not exceeding 4' 6" x 4' (C) (child up to 12 years)	£100.00		£100.00	£0.00	£100.00	OS
<b>Exhumation:</b>						
Body	£517.00	4%	£537.50	£0.00	£537.50	OS
Cremated remains	£258.50	4%	£269.00	£0.00	£269.00	OS

**Monuments, Gravestones, Tablets & Monumental Inscriptions (Permission to erect) (Includes initial inscription)**

Headstone up to 18 inches (C)	£119.00	4%	£124.00	£0.00	£124.00	OS
Headstone 18 inches to 3ft (B)	£142.50	4%	£148.00	£0.00	£148.00	OS
Headstone over 3ft but under 4ft (B)	£258.50	4%	£269.00	£0.00	£269.00	OS
Small vase (up to 6 inches) (B) (C)	£51.50	4%	£53.50	£0.00	£53.50	OS
Vase (6 inches to 1ft) (B) (C)	£95.00	4%	£99.00	£0.00	£99.00	OS
Plaque (not exceeding 8" x 4" (fixed)) (B) (C)	£51.50	4%	£53.50	£0.00	£53.50	OS
Plaque (not exceeding 12" x 6" (fixed)) (B) (C)	£95.00	4%	£99.00	£0.00	£99.00	OS
Flat stone (not exceeding 12" x 12") (B) (C)	£95.00	4%	£99.00	£0.00	£99.00	OS
Flat stone (not exceeding 12" x 18") (B) (C)	£105.50	4%	£109.50	£0.00	£109.50	OS
Memorial figurine (not exceeding 12" (fixed)) (B) (C)	£95.00	4%	£99.00	£0.00	£99.00	OS
Memorial figurine (12" up to 24" (fixed)) (B) (C)	£113.50	4%	£118.00	£0.00	£118.00	OS
For each inscription after the first	£42.50	4%	£44.00	£0.00	£44.00	OS

**Registration Fees**

Per certified copy of a certificate of grant of exclusive Right of Burial	£68.00	4%	£70.50	£0.00	£70.50	OS
Per certified copy of entry in Register of Burials	£68.00	4%	£70.50	£0.00	£70.50	OS

**Copies of Certificates**

Permission to plant memorial tree	£77.50	4%	£80.50	£0.00	£80.50	OS
Permission to install memorial seat	£77.50	4%	£80.50	£0.00	£80.50	OS

**NB. Burial grounds are at Market Rasen & Springthorpe**



# FEES AND CHARGES REPORT

## APPENDIX C - ENVIRONMENT SERVICES

### 1. Description of service

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

- **Statutory Fees**

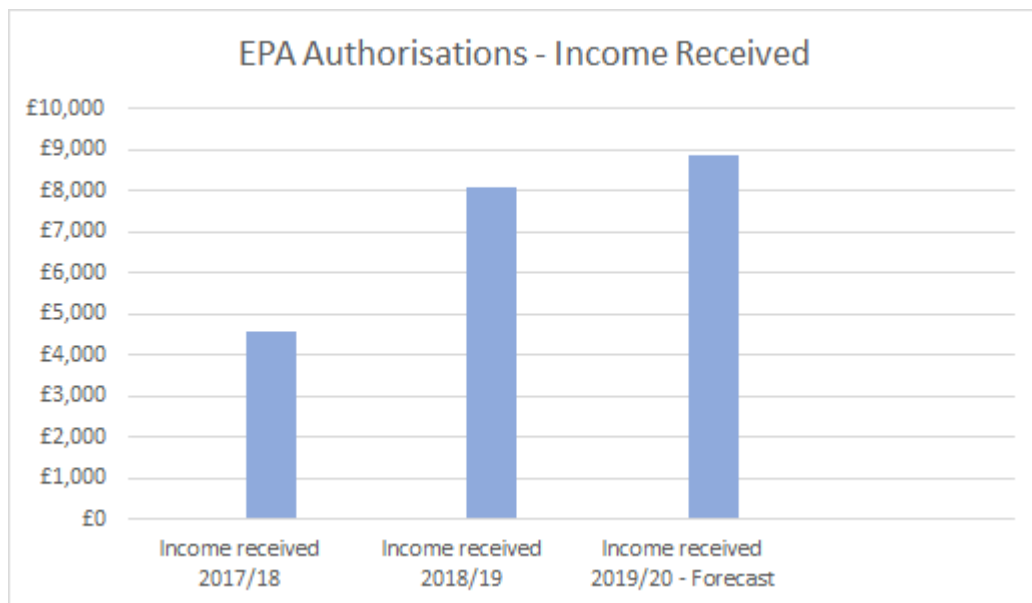
- Environmental Services – Part B installations & Mobile plant and solvent emission activities.
- Environmental Services – Part A (2) installations & small waste incineration plant.
- Private water Supply Work – all fees are set as a maximum charge.
- Request for Information

- **Non Statutory Fees**

- Health Certificate
- Food Advisory service
- Food Hygiene Re-inspection

### 2. Prior years analysis, current financial year projections

The graph below demonstrates the total income received by the service for Environmental Protection Act (EPA) Authorisations over the last 3 years (2019/20 is a forecast).



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

All works are charged the actual time taken up to the maximum cost that can be recovered. In the last 12 months the maximum fee set by statute has been sufficient to cover costs.

Private Water Supply Work – This legislation does allow for total cost recovery, therefore the fees charged reflect the actual cost of providing the service.

## **Non Statutory:**

Non Statutory Income generated for 2018/19 totalled £6,900 (including health certificates). Included within this area is the provision for food hygiene re visits which were introduced in 18/19 and are proposed to continue into future years.

### **3. Pricing**

#### Statutory Fees

These charges are all set by DEFRA. The charges for 2020/21 will be reviewed in February 2020 and the schedule of charges will be 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.

#### Non statutory Fees

A mix of inflationary increase of 3% and 6% has been applied for all non-statutory fees as appropriate, to bring into line with available benchmarking data.

### **4. Understanding Customers and Markets**

The majority of fees and charges are statutory and set by the Government and therefore there is limited scope to reflect market conditions.

Where development takes place or industry grows there is scope for the customer base to increase. Proactive work in regards to the identification of premises where fees may be charged is ongoing.

### **5. Proposed Charges**

Statutory charges will be applied in accordance with legislation. Statutory charges are set by DEFRA and 2020/21 rates are not released until February 2020. The fees and charges schedule will be updated to reflect any changes at that time.

Non statutory amendments:

Non statutory charges have been increased by between 3% and 6% where appropriate to reflect cost recovery and inflation, and to bring into line with benchmarking data.

### **6. Recommendation**

Members are requested to recommend to Council the charges for 2020/21 as set out in the schedule below.

2019/20	Proposed Increase/decrease		2020/21	VAT Amount	2020/21 Charge Inc. VAT	VAT Rate
£	% Type	or £	£	£	£	

**\*\*All statutory charges are set by DEFRA**

Application Fee						
- Standard Process		£1,650.00		£1,650.00	£0.00	£1,650.00 OS
- Additional fee for operating without a permit		£1,188.00		£1,188.00	£0.00	£1,188.00 OS
- Reduced fee activities		£155.00		£155.00	£0.00	£155.00 OS
- Reduced fee activities: Additional Fee for operating without a permit		£71.00		£71.00	£0.00	£71.00 OS
- Mobile Screening and crushing plant		£1,650.00		£1,650.00	£0.00	£1,650.00 OS
- For the third to seventh applications		£985.00		£985.00	£0.00	£985.00 OS
- For the eighth and subsequent applications		£498.00		£498.00	£0.00	£498.00 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	£626.00		£626.00	£0.00	£626.00 OS
	Medium	£1,034.00		£1,034.00	£0.00	£1,034.00 OS
	High	£1,551.00		£1,551.00	£0.00	£1,551.00 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	£79.00		£79.00	£0.00	£79.00 OS
	Medium	£158.00		£158.00	£0.00	£158.00 OS
	High	£237.00		£237.00	£0.00	£237.00 OS
- PVR I & II Combined	Low	£113.00		£113.00	£0.00	£113.00 OS
	Medium	£226.00		£226.00	£0.00	£226.00 OS
	High	£341.00		£341.00	£0.00	£341.00 OS
- Vehicle refinishers	Low	£228.00		£228.00	£0.00	£228.00 OS
	Medium	£365.00		£365.00	£0.00	£365.00 OS
	High	£548.00		£548.00	£0.00	£548.00 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	£626.00		£626.00	£0.00	£626.00 OS
	Medium	£1,034.00		£1,034.00	£0.00	£1,034.00 OS
	High	£1,551.00		£1,551.00	£0.00	£1,551.00 OS
- Mobile Screening and crushing plant 3rd to 7th Permits	Low	£385.00		£385.00	£0.00	£385.00 OS
	Medium	£617.00		£617.00	£0.00	£617.00 OS
	High	£924.00		£924.00	£0.00	£924.00 OS
- Mobile Screening and crushing plant 8th and Subsequent permits	Low	£198.00		£198.00	£0.00	£198.00 OS
	Medium	£314.00		£314.00	£0.00	£314.00 OS
	High	£473.00		£473.00	£0.00	£473.00 OS
Where a part B installation is subject to reporting under the E-PRTR regulation an additional charge of £99 applies.						
<b>Transfer and Surrender</b>						
- Transfer		£169.00		£169.00	£0.00	£169.00 OS
- Partial transfer		£497.00		£497.00	£0.00	£497.00 OS
- New operator at low risk reduced fee		£53.00		£53.00	£0.00	£53.00 OS
- Reduced fee activities: Partial transfer		£47.00		£47.00	£0.00	£47.00 OS
<b>Substantial Change</b>						
- Standard Process		£1,050.00		£1,050.00	£0.00	£1,050.00 OS
- Standard process where the substantial change results in a new PPC activity		£1,650.00		£1,650.00	£0.00	£1,650.00 OS
- Reduced fee activities		£102.00		£102.00	£0.00	£102.00 OS
Subsistence charges can be paid in four equal instalments at an additional cost of £38 p.a.						

2019/20	Proposed Increase/decrease		2020/21	VAT Amount	2020/21 Charge Inc. VAT	VAT Rate
£	% Type	or £	£	£	£	

**\*\*All statutory charges are set by DEFRA**

Request for Information / Document Disclosure where Charging is Permitted	Minimum per request plus cost of materials	£72.00	6%		£76.00	£0.00	£76.00	OS
	Thereafter per hour	£42.00	6%		£45.00	£0.00	£45.00	OS
Health Certificates		£52.00	6%		£55.00	£0.00	£55.00	OS
Food Premises Register	Per page	£3.00	6%		£3.00	£0.00	£3.00	OS
SFBB Pack	(including diary)	£10.00	6%		£11.00	£2.20	£13.20	S
Diary Refill		£6.00			£6.00	£1.20	£7.20	S
Private Water Supply Work	Cost Recovery - Mileage (Per Mile)	£0.40			£0.40	£0.00	£0.40	OS
	Risk assessment - Maximum Hourly Charge	£41.47			£41.47	£0.00	£41.47	OS
**	Sampling (each visit) - Maximum Hourly Charge	£41.47			£41.47	£0.00	£41.47	OS
**	Investigation - Maximum Hourly Charge	£41.47			£41.47	£0.00	£41.47	OS
**	Granting an authorisation (each authorisation) - Maximum Hourly Charge	£37.27			£37.27	£0.00	£37.27	OS
**	Analysing a sample:-							
**	Full Laboratory Costs	as per laboratory costs			as per laboratory costs	£0.00	£0.00	OS
**	Full Courier Charges	as per laboratory costs			as per laboratory costs	£0.00	£0.00	OS
Food Advisory	Charge for a visit (up to a maximum 2 hours contact time)	£130.00	3%		£134.00	£26.80	£160.80	S
	Charge for additional hours	£42.00	3%		£43.00	£8.60	£51.60	S
Food Hygiene Rating Scheme	Re-inspections	£160.00	3%		£165.00	£0.00	£165.00	OS
** Health Act 2006	Smoking in a smoke free place	£50.00			£50.00	£0.00	£50.00	OS
	Failure to display no smoking sign	£200.00			£200.00	£0.00	£200.00	OS

# FEES AND CHARGES REPORT

## APPENDIX D – FIXED PENALTY NOTICES

### Community Safety

#### 1. Service Description

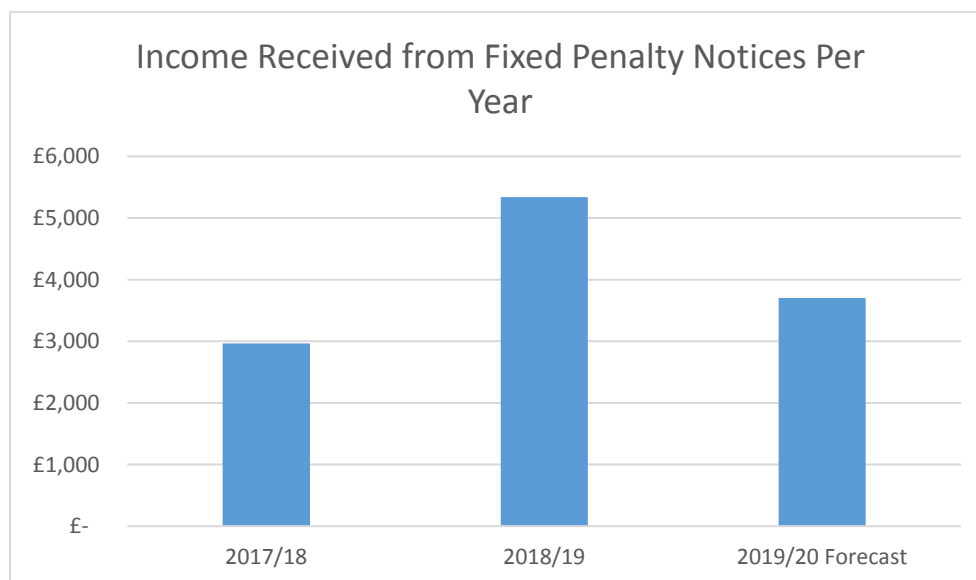
Fixed Penalty Notices (FPNs) are used to tackle specific problems associated with enviro- crime and anti-social behaviour. These charges are in the main set by statute and where appropriate set locally by the Council.

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.

The vast majority of the fees are statutory and set by central government with a range between minimum and maximum full penalties.

#### 2. Prior years analysis, current financial year projections

The graph below illustrates the levels of income achieved in previous financial years. As you can see this is a very low volume/income service with the majority of charges being statutory. Any variations in fees within our control would not generate a material surplus/loss within this area.



#### 3. Pricing

The maximum charge allowed, as set by Government, for failure to comply with a waste receptacles notice has been increased to the maximum penalty of £100.

#### **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. During 18/19 the Council enhanced its use of fixed penalty notices mainly relation to the early presentation of waste with the Councils bagged collection areas.

#### **5. Proposed Charges**

The charging schedule sets out where fees are set by statute and where fees are set by the Council. It is proposed that the fees set by the Council remain largely the same as post analysis they are deemed to cover the costs that are incurred within the service.

Statutory charges will be applied in accordance with legislation.

Inflation at 3% has been applied to non-statutory fees and charges relating to high hedges.

#### **6. Recommendation**

Members are requested to recommend to Council the charges for 2020/21 as set out in the schedule below.

		2019/20		Proposed Increase/decrease		2020/21		VAT Amount	2020/21 Charge Inc. VAT	VAT Rate
		£	% Type	or £	£	£	£	£	£	
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		
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 <b>Domestic</b> Waste Receptacles Notice	Fee set by Government - payable within 14 days of issue	£100.00			£100.00	£0.00	£100.00	OS		
	Fee set by Government - discounted if paid within 10 days	£75.00			£75.00	£0.00	£75.00	OS		
Failure to comply with an <b>Industrial and Commercial</b> Waste Receptacles Notice	Fee set by Government - payable within 14 days of issue	£100.00			£100.00	£0.00	£100.00	OS		
	Fee set by Government - discounted if paid within 10 days	£75.00			£75.00	£0.00	£75.00	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		
Anti Social Behaviour Crime and Policing Act 2014 - Community Protection Notice	Fee set by Government - payable within 14 days of issue	£100.00			£100.00	£0.00	£100.00	OS		
	Fee set by Government - discounted if paid within 10 days	£75.00			£75.00	£0.00	£75.00	OS		
Anti Social Behaviour Crime and Policing Act 2014 - Public Space Protection Order	Fee set by Government - payable within 14 days of issue	£100.00			£100.00	£0.00	£100.00	OS		
	Fee set by Government - discounted if paid within 10 days	£75.00			£75.00	£0.00	£75.00	OS		
Fly tipping	Fee set by Government - payable within 14 days of issue	£400.00			£400.00	£0.00	£400.00	OS		
High Hedge Fee	Fee set locally	£307.20	3%		£316.00	£0.00	£316.00	OS		
Fee for abandoned shopping trolleys	Fee set locally (maximum charge)	£100.00			£100.00	£0.00	£100.00	OS		
High Hedges Complaints Application		£307.20	3%		£316.00	£0.00	£316.00	OS		

# FEES AND CHARGES REPORT

## APPENDIX E - LAND CHARGES SERVICES

### 1. Service Description

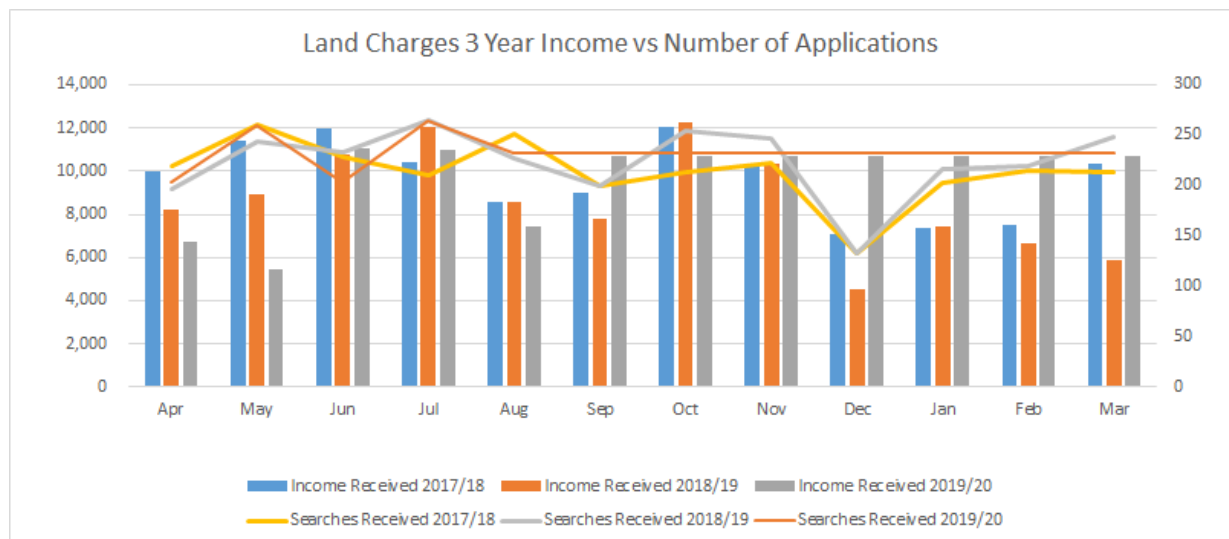
The provision of a public register in the Local Land Charges service is a statutory requirement that provides an income to the authority on a cost recovery basis. The service is a key part of the wider conveyancing process used to buy, sell re-mortgage etc. land and property within England and Wales.

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. Prior years analysis, current financial year projections

The graph below illustrates the volumes of searches over the last three financial years (please note 2019-20 is an estimate) and the levels of income achieved month by month.



Total income received previous three financial years against budget (2019-20 estimated)



	<b>Total</b>	<b>Budget</b>	<b>Under/(over)</b>
Income received 2017/18	115,905	117,400	1,495
Income received 2018/19	103,439	121,500	18,061
Income received 2019/20 (Forecast)	116,500	125,600	9,100

### 3. Pricing

The service has proposed an increase of 6% across all fees and charges within the service area. The resulting charges are consistent with benchmarking data for neighbouring Authorities.

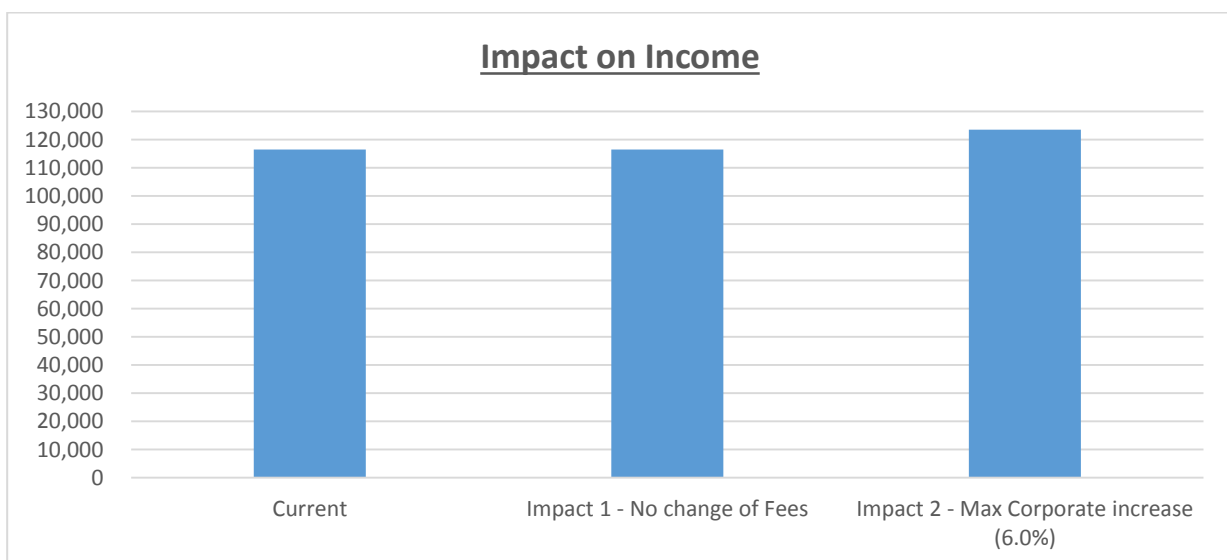
Impact on income of options for fees and charges;

Current	£116,500
Impact 1 - No change of Fees	£116,500
Impact 2 - Increase (6%)	£123,500
<i>Increase of:</i>	<i>£7,000</i>

Based on 19/20 estimate of volumes.

Procedures and processes have had a review for Land Charges in 2018/19 but further improvements are still required to provide a better more improved service to our customers.

Therefore we are proposing to increase fees by 6% for 2020/21.



### 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.

## **5. Proposed Charges**

For non-statutory charges the Land Charges Service proposes to apply an increase of 6%.

## **6. Recommendation**

Members are requested to recommend to Council the charges for 2020/21 as illustrated in the schedule below.

		2019/20		Proposed Increase/decrease		2020/21		VAT Amount	2020/21 Charge Inc. VAT	VAT Rate
		£	% Type	or £	£	£	£	£		
Access to data	Access to information not held on public registers (includes £5 admin fee)	£21.00	6%		£22.50		£0.00	£22.50	OS	
	Cancellation Fee	£5.50	6%		£6.00		£0.00	£6.00	OS	
LLC1:	Any one part of the register	£7.00	6%		£7.50		£0.00	£7.50	OS	
	Whole of the register	£21.00	6%		£22.50		£0.00	£22.50	OS	
	Per additional parcel (maximum of £16)	£1.00	6%		£1.00		£0.00	£1.00	OS	
CON 29R	One parcel	£67.00	6%		£71.00		£14.20	£85.20	S	
	Each additional parcel	£15.00	6%		£16.00		£3.20	£19.20	S	
	Lincolnshire County Council Fee	£21.00	0%		£21.00		£4.20	£25.20	S	
<b>CON 290</b>										
submitted with CON29R or LLC1	Each printed enquiry	£16.50	6%		£17.50		£3.50	£21.00	S	
submitted on its own	Each printed enquiry	£16.50	6%		£17.50		£3.50	£21.00	S	
	Administration Fee	£12.00	6%		£12.50		£2.50	£15.00	S	
Additional Enquiries *	Per additional enquiry	£28.50	6%		£30.00		£6.00	£36.00	S/O	
Filing a definitive certificate of the Lands Tribunal		£3.00	6%		£3.00		£0.00	£3.00	OS	
Office copy of any entry in the register (not including a copy or extract of any plan or document filed pursuant to these rules)	Fee set according to time and work involved								S	

\* The VAT treatment of this supply will follow the treatment of the initial search (e.g. if CON29 it will be taxable, but if LLC1 it will be outside the scope)

# FEES AND CHARGES REPORT

## APPENDIX F - LICENSING SERVICES

### 1. Service Description

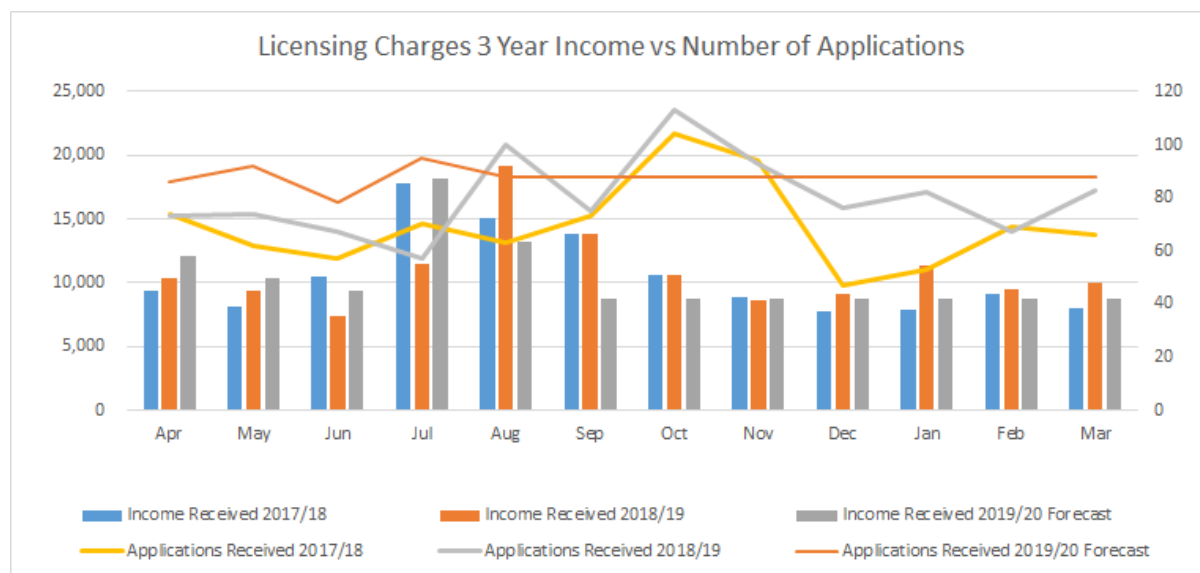
The Licensing service processes many different types of licences, the majority of which but not all, incur a fee for the service we provide and can be broken down into the following categories;

- 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 of fees which are approved. Licensing income cannot be used to subsidise other areas of work which the council undertakes and once any fees have been set there is always the potential risk that these can be challenged through the courts.

## 2. Prior years analysis, current financial year projections

The graph below illustrates income received v applications received over the last three years (please note that Sept 19 to Mar 20 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.



The table below highlights actual income achieved against budget for the last three financial years (estimated for 2019/20).

	Total	Budget	Under/(over)
Income received 2017/18	126,811	111,800	(15,011)
Income received 2018/19	130,629	118,500	(12,129)
Income received 2019/20	124,500	118,700	(5,800)

Many of the fees within the Licensing service are statutory or statutory with a ceiling range as to what we can charge.

## 3. Pricing

There are 4 reductions in the Fees being proposed for the 20/21 period, 3 of which relate to scrap metal dealers and 1 in relation to the transfer of a sex shop licence.

Reduction No 1 - is in relation to the applications for new and renewal applications of scrap metal sites. Reduced costs associated with these applications are due to the reduction in the amount of compliance checks now carried out, (3 visits over 3 years) as past evidence from previous years suggests that this is a relatively low risk area of licensing and therefore it is justifiable for the costs to be reduced accordingly by the appropriate amount.

Reductions No 2 & 3– are in relation to the process for change of name and address of scrap metal collectors & the change of a site manager. Over the years these have become artificially high and have never been applied, therefore now is the correct time to reset these fees at the appropriate level. This also mitigates risk of challenge as mentioned above.

Reduction 4 – is in relation the transfer of a sex shop licence, whereby the scenario is similar to the above, with fees previously being increased year on year which are now disproportionate to the task required. There has only ever been 1 sex shop within our district and the fee associated with the transfer of a licence has never been applied. This also mitigates risk of challenge as mentioned above.

A mix of inflationary increase of 3% and corporate maximum of 6% has been applied for all non-statutory fees that WLDC have the powers to set unless the statutory maximum has been reached.

The table below illustrates the impact on income at the RPI increase of 3%

Current	£124,500
Impact 1 - No change of Fees	£124,500
Impact 2 - RPI increase (3%)	£128,200
<i>Increase of:</i>	£3,700

There is no impact on forecast income as a result of the reduced fees as there has been little or no demand in recent years.

#### **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.

#### **5. Proposed Charges**

Statutory charges will be applied in accordance with legislation.

For other charges the Licensing Service proposes to apply a mix of inflationary increases of 3% and corporate maximum of 6% (see schedule below for details).

There are 4 reductions in the Fees being proposed for the 20/21 period, 3 of which relate to scrap metal dealers and 1 in relation to the transfer of a sex shop licence.

#### **6. Recommendation**

Members are requested to recommend to Council the charges for 2020/21 as illustrated in the schedules below:

2019/20	Proposed Increase/decrease		2020/21	VAT Amount	2020/21 Charge Inc. VAT	VAT Rate
£	% Type	or £	£	£	£	

<b>Bingo Premises Licence</b>						
Application Fee for Provisional Statement		£986.10	3%	£1,015.70	£0.00	£1,015.70 OS
Licence for Provisional Statement Premises		£888.30	3%	£914.90	£0.00	£914.90 OS
Application Fee New Premises		£986.10	3%	£1,015.70	£0.00	£1,015.70 OS
Annual Fee		£823.10	3%	£847.80	£0.00	£847.80 OS
Variation of Licence		£986.10	3%	£1,015.70	£0.00	£1,015.70 OS
Transfer Fee		£854.20	3%	£879.80	£0.00	£879.80 OS
Application for Reinstatement		£854.20	3%	£879.80	£0.00	£879.80 OS
<b>Adult Gaming Centre</b>						
Application Fee for Provisional Statement		£986.10	3%	£1,015.70	£0.00	£1,015.70 OS
Licence for Provisional Statement Premises		£888.30	3%	£914.90	£0.00	£914.90 OS
Application Fee New Premises		£986.10	3%	£1,015.70	£0.00	£1,015.70 OS
Annual Fee		£854.20	3%	£879.80	£0.00	£879.80 OS
Variation of Licence		£896.50	3%	£923.40	£0.00	£923.40 OS
Transfer Fee		£854.20	3%	£879.80	£0.00	£879.80 OS
Application for Reinstatement		£854.20	3%	£879.80	£0.00	£879.80 OS
<b>Family Entertainment Centre</b>						
Application Fee for Provisional Statement		£986.10	3%	£1,015.70	£0.00	£1,015.70 OS
Licence for Provisional Statement Premises		£887.20	3%	£913.80	£0.00	£913.80 OS
Application Fee New Premises		£986.10	3%	£1,015.70	£0.00	£1,015.70 OS
Annual Fee		£750.00		£750.00	£0.00	£750.00 OS
Variation of Licence		£896.50	3%	£923.40	£0.00	£923.40 OS
Transfer Fee		£823.10	3%	£847.80	£0.00	£847.80 OS
Application for Reinstatement		£823.10	3%	£847.80	£0.00	£847.80 OS
<b>Betting Premises (Other)</b>						
Application Fee for Provisional Statement		£986.10	3%	£1,015.70	£0.00	£1,015.70 OS
Licence for Provisional Statement Premises		£887.20	3%	£913.80	£0.00	£913.80 OS
Application Fee New Premises		£986.10	3%	£1,015.70	£0.00	£1,015.70 OS
Annual Fee		£600.00		£600.00	£0.00	£600.00 OS
Variation of Licence		£986.10	3%	£1,015.70	£0.00	£1,015.70 OS
Transfer Fee		£854.20	3%	£879.80	£0.00	£879.80 OS
Application for Reinstatement		£854.20	3%	£879.80	£0.00	£879.80 OS
<b>Betting Premises (Tracks)</b>						
Application Fee for Provisional Statement		£986.10	3%	£1,015.70	£0.00	£1,015.70 OS
Licence for Provisional Statement Premises		£887.20	3%	£913.80	£0.00	£913.80 OS
Application Fee New Premises		£986.10	3%	£1,015.70	£0.00	£1,015.70 OS
Annual Fee		£775.50	3%	£798.80	£0.00	£798.80 OS
Variation of Licence		£986.10	3%	£1,015.70	£0.00	£1,015.70 OS
Transfer Fee		£823.10	3%	£847.80	£0.00	£847.80 OS
Application for Reinstatement		£823.10	3%	£847.80	£0.00	£847.80 OS



	2019/20	Proposed Increase/decrease		2020/21	VAT Amount	2020/21 Charge Inc. VAT	VAT Rate
	£	% Type	or £	£	£	£	
<b>Miscellaneous</b>							
Change of Circumstances	£50.00			£50.00	£0.00	£50.00	OS
Fee for Copy of a Licence Under the Gambling Act 2005	£24.80		£0.20	£25.00	£0.00	£25.00	OS
Temporary Usage License	£390.10			£390.10	£0.00	£390.10	OS
<b>Unlicensed FEC's &amp; Prize gaming Permits (10 year duration)</b>							
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
<b>Club Gaming Permit &amp; Club Machine Permit (10 year duration)</b>							
New grant Club Gaming Permit	£200.00			£200.00	£0.00	£200.00	OS
New grant Club Gaming Permit with Club Premises Certificate (fast track)	£100.00			£100.00	£0.00	£100.00	OS
Renewal	£200.00			£200.00	£0.00	£200.00	OS
Renewal of Club Gaming Permit with Club Premises Certificate (fast track)	£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
<b>Lotteries</b>							
Society Lottery - New	£40.00			£40.00	£0.00	£40.00	OS
Society Lottery - Renewal	£20.00			£20.00	£0.00	£20.00	OS
<b>Machines in Alcohol Licensed premises - 3 or more machines</b>							
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
Gambling Machine Permit - Up to 2 Machines	£50.00		One-off fee	£50.00	£0.00	£50.00	OS

2019/20	Proposed Increase/decrease		2020/21	VAT Amount	2020/21 Charge Inc. VAT	VAT Rate
£	% Type	or £	£	£	£	

<b>Taxi Licensing (Including Horse Drawn Omnibus)</b>									
Driver's License Application (3Yr)	New/Renewal		£161.00	6%		£171.00	£0.00	£171.00	OS
Knowledge Test Fee	New or Lapsed Driver Licenses		£33.00	6%		£35.00	£0.00	£35.00	OS
Knowledge Test Fee	Retest		£33.00	6%		£35.00	£0.00	£35.00	OS
DBS Check	On New or Renewal		£44.00			£44.00	£0.00	£44.00	OS
DBS Admin Fee*	On New or Renewal		£10.00			£10.00	£0.00	£10.00	OS
	<i>*This fee is controlled by City of Lincoln Council and subject to change</i>								
Vehicle License	New		£249.00			£249.00	£0.00	£249.00	OS
Vehicle License	Renewal		£249.00			£249.00	£0.00	£249.00	OS
Replacement Plate ADD cost of materials	Plate only (does not include cost of plate)		£28.00	3%		£29.00	£0.00	£29.00	OS
Replacement Plate & Bracket ADD cost of materials	Plate and Bracket (does not include cost of plate & brack		£37.00	3%		£38.00	£0.00	£38.00	OS
Private Hire Operators Licence (5Yr)			£210.00	6%		£223.00	£0.00	£223.00	OS
Transfer of Ownership of Taxi/Private Hire Vehicle License			£26.00	6%		£28.00	£0.00	£28.00	OS
<b>Alcohol and Entertainment Licenses</b>							<b>Charges set by Licensing Act 2003</b>		
<b>New Premise Licence</b>									
Category A			£100.00			£100.00	£0.00	£100.00	OS
Category B			£190.00			£190.00	£0.00	£190.00	OS
Category C			£315.00			£315.00	£0.00	£315.00	OS
Category D			£450.00			£450.00	£0.00	£450.00	OS
Category E			£635.00			£635.00	£0.00	£635.00	OS
Large scale application >4999 (minimum fee applies)			£1,000.00			£1,000.00	£0.00	£1,000.00	OS
Variation of Premises Licence			£100 - £635			£100 - £635	£0.00	£100 - £635	OS
Change of DPS or Disapplication of DPS			£23.00			£23.00	£0.00	£23.00	OS
<b>Annual fee demand</b>									
Category A			£70.00			£70.00	£0.00	£70.00	OS
Category B			£180.00			£180.00	£0.00	£180.00	OS
Category C			£295.00			£295.00	£0.00	£295.00	OS
Category D			£320.00			£320.00	£0.00	£320.00	OS
Category E			£350.00			£350.00	£0.00	£350.00	OS
Large scale annual fee >4999 (minimum fee applies)			£500.00			£500.00	£0.00	£500.00	OS
Minor Variation			£89.00			£89.00	£0.00	£89.00	OS
Provisional Statement			£195.00			£195.00	£0.00	£195.00	OS
Register of Interest			£21.00			£21.00	£0.00	£21.00	OS
Copy of Licence			£10.50			£10.50	£0.00	£10.50	OS
Club Premises Certificate - New			£100 - £635			£100 - £635	£0.00	£100 - £635	OS
Club Premises Certificate - Variation			£100 - £635			£100 - £635	£0.00	£100 - £635	OS
Club Premises Certificate - Minor Variation			£89.00			£89.00	£0.00	£89.00	OS
Personal Licence - New			£37.00			£37.00	£0.00	£37.00	OS
Personal Licence - Change of name /address			£10.50			£10.50	£0.00	£10.50	OS
Personal Licence - Copy of Licence (card part, paper part or both)			£10.50			£10.50	£0.00	£10.50	OS
Transfer of Premises Licence			£23.00			£23.00	£0.00	£23.00	OS
Temporary Event Notice			£21.00			£21.00	£0.00	£21.00	OS
Skin Piercing	Premises registration		£180.00	3%		£185.00	£0.00	£185.00	OS
	Personal registration		£47.00	6%		£50.00	£0.00	£50.00	OS
Street Trading Consents			£176.00	6%		£187.00	£0.00	£187.00	OS
Copy of Any License Not Covered by the Licensing Act 2003 or Gambling Act 2005			£26.00			£26.00	£0.00	£26.00	OS

		2019/20		2020/21	VAT Amount	2020/21 Charge Inc. VAT	VAT Rate
		£	Proposed Increase/decrease % Type or £				
Sale of Animals	New (Part A)	£182.00	6%	£193.00	£0.00	£193.00	OS
	New (Part B)	£102.00	6%	£108.00	£0.00	£108.00	OS
	Renewal (Part A)	£182.00	6%	£193.00	£0.00	£193.00	OS
	Renewal (Part B)	£102.00	6%	£108.00	£0.00	£108.00	OS
Animal Boarding Establishments (Excludes vet fees payable direct to vet)	Cats or Dogs - New (Part A)	£228.00	6%	£242.00	£0.00	£242.00	OS
	Cats or Dogs - New (Part B)	£102.00	6%	£108.00	£0.00	£108.00	OS
	Cats or Dogs - Renewal (Part A)	£228.00	6%	£242.00	£0.00	£242.00	OS
	Cats or Dogs - Renewal (Part B)	£102.00	6%	£108.00	£0.00	£108.00	OS
	Cats and Dogs (Dual) - New (Part A)	£269.00	6%	£285.00	£0.00	£285.00	OS
	Cats and Dogs (Dual) - New (Part B)	£102.00	6%	£108.00	£0.00	£108.00	OS
	Cats and Dogs (Dual) - Renewal (Part A)	£269.00	6%	£285.00	£0.00	£285.00	OS
	Cats and Dogs (Dual) - Renewal (Part B)	£102.00	6%	£108.00	£0.00	£108.00	OS
	Home Boarding - New (Part A)	£151.00	6%	£160.00	£0.00	£160.00	OS
	Home Boarding - New (Part B)	£102.00	6%	£108.00	£0.00	£108.00	OS
	Home Boarding - Renewal (Part A)	£151.00	6%	£160.00	£0.00	£160.00	OS
	Home Boarding - Renewal (Part B)	£102.00	6%	£108.00	£0.00	£108.00	OS
	Hiring of Horses	New or Renewal (Part A) + vet fee	£228.00	6%	£242.00	£0.00	£242.00
New or Renewal (Part B) + vet fee		£102.00	6%	£108.00	£0.00	£108.00	OS
Dog Breeding	New (part A) + vet fee	£228.00	6%	£242.00	£0.00	£242.00	OS
	New (part B)	£102.00	6%	£108.00	£0.00	£108.00	OS
	Renewal (Part A)	£228.00	6%	£242.00	£0.00	£242.00	OS
	Renewal (Part B)	£102.00	6%	£108.00	£0.00	£108.00	OS
Dog Day Care	New or Renewal (Part A)	£151.00	6%	£160.00	£0.00	£160.00	OS
	New or Renewal (Part B)	£102.00	6%	£108.00	£0.00	£108.00	OS
Exhibition Of Animals	New or Renewal (Part A)	£151.00	6%	£160.00	£0.00	£160.00	OS
Application to be re-rated	per hour or part of	£63.00		£63.00	£0.00	£63.00	OS
Variation to the licence	per hour or part of	£63.00		£63.00	£0.00	£63.00	OS
Dangerous Wild Animals (Excluding vet fees)	Vets fees plus admin costs of	£150.00	6%	£159.00	£0.00	£159.00	OS
Zoos (Excluding vet fees) - 4 yr. initial application	Part A Vets fees plus admin/costs inc initial inspection	£375.00	6%	£398.00	£0.00	£398.00	OS
Zoos Yr. 2 + Yr. 3 informal visits	Part B Compliance checks	£0.00		£298.00	£0.00	£298.00	OS
Zoos (Excluding vet fees) - 6 yr. licence	Part A Vets fees plus admin/costs inc initial inspection	£535.00	6%	£567.00	£0.00	£567.00	OS
Zoos Yr. 2 + Yr. 3 + Yr. 4 + Yr. 5 informal visits	Part B Compliance checks for yr. 2, 3, 5. Yr. 4 more in de	£0.00		£1,134.00	£0.00	£1,134.00	OS
<b>Scrap Metal</b>							
New/Renewal Collectors fee - 3 yr.	Admin/processing of application (part A)	£101.00	6%	£107.00	£0.00	£107.00	OS
	Document inspection - year 1 (part B)	£36.00	6%	£38.00	£0.00	£38.00	OS
	Document inspection - year 2 (part B)	£38.00	6%	£40.00	£0.00	£40.00	OS
	Document inspection - year 3 (part B)	£38.00	6%	£40.00	£0.00	£40.00	OS
Change of details, name / address		£108.00		£40.00	£0.00	£40.00	OS
New/Renewal Site fee - 3 yr.	Part A Admin of application includes initial yr. 1 inspection	£396.00	3%	£408.00	£0.00	£408.00	OS
	Part B Follow up compliance inspection by 2 officers - year 1	£249.00	3%	£256.00	£0.00	£256.00	OS
	Part B Follow up compliance inspection - year 2 by 2 officers	£257.00	3%	£265.00	£0.00	£265.00	OS
Change of site manager		£75.00		£40.00	£0.00	£40.00	OS
Sex Shop Licences and Sexual Entertainment Venues	Initial application (part A)	£1,887.00		£1,887.00	£0.00	£1,887.00	OS
	compliance check (part B)	£129.00	3%	£133.00	£0.00	£133.00	OS
	Renewal (part A)	£308.00	3%	£317.00	£0.00	£317.00	OS
	compliance check (part B)	£129.00	3%	£133.00	£0.00	£133.00	OS
	Transfer fee	£408.00		£221.00	£0.00	£221.00	OS

\* To comply with legal requirements relevant licence fees are now made up of two parts. Part A is payable upon application, and Part B is only payable if the licence is granted and must be paid prior to the licence being issued. Applicants may, if they wish, pay both parts together at the time of the application but are under no obligation to do so. If an applicant does pay both parts of the fee at the time of the application and the licence is

# FEES AND CHARGES REPORT

## APPENDIX G – GAINSBOROUGH MARKET

### 1. Service description

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

The market function is part of Operational Services and is managed on a day to day basis by the Street Cleansing Team Manager.

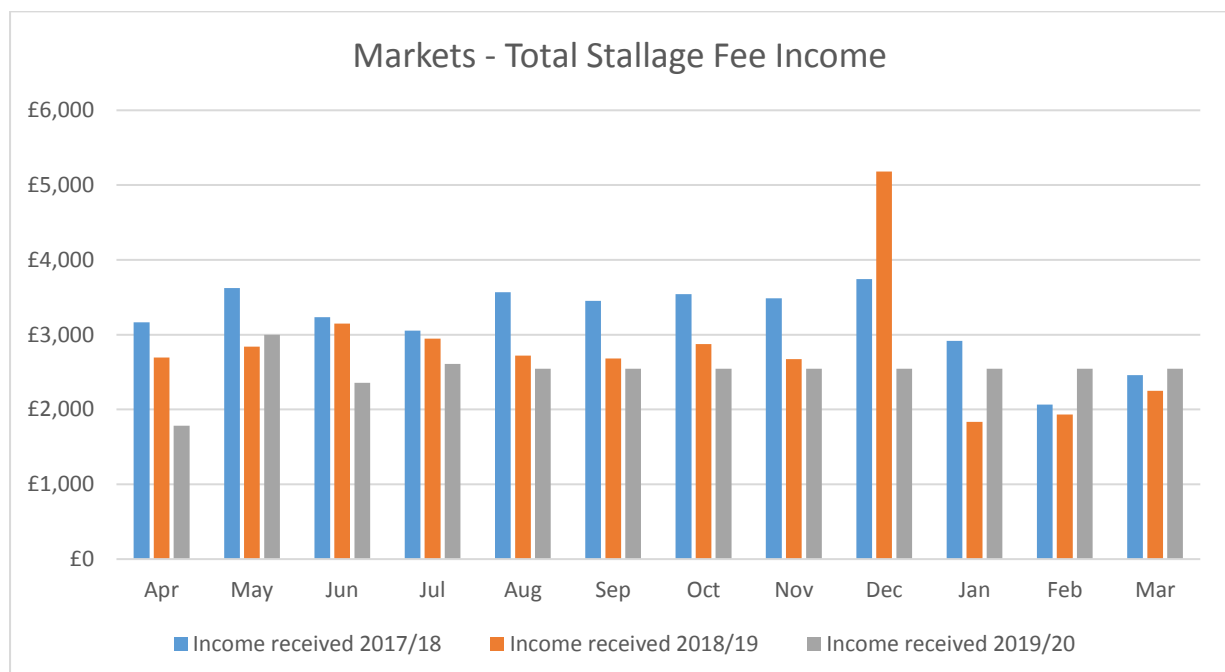
Traders pay their stall fees predominantly by PayPal, we do still have a minority paying with cash/cheques.

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.

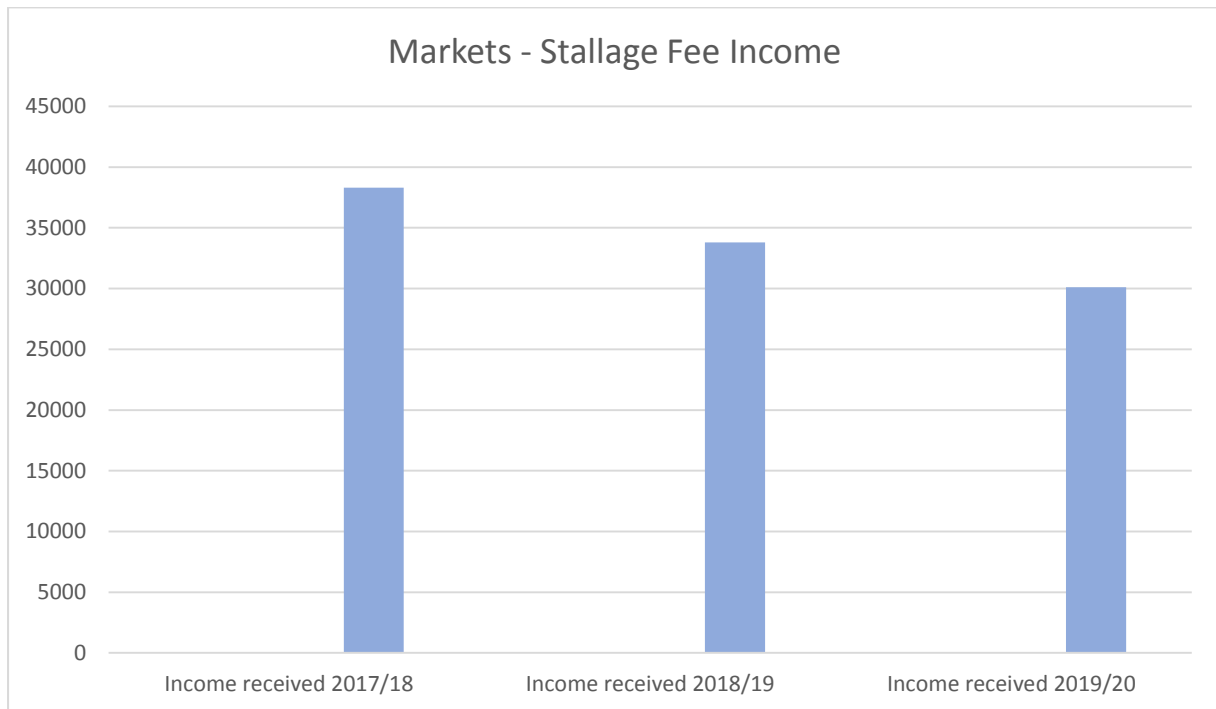
### 2. Prior years analysis, current financial year projections

The graph below illustrates the actual income that has been received over the last three financial year split over months. 2019/20 figures are actuals April to July, with estimates to year end.



Total income received year on year is illustrated below, 2019/20 figures are actuals April to July, with estimates for August to March (There was impact on income from the adverse weather conditions of 2016/17 with a number of markets being cancelled).

As the table shows income has been gradually reducing since 2017-18.



### **3. Pricing**

As the service is currently under review we are not proposing any amendments to fees and charges. If as part of the review the fees and charges are revised we will pick these amendments up and implement the changes.

### **4. Understanding Customers and Markets**

The market has capacity for 91 number of stalls, current levels of occupancy fall significantly short of this level. The number of traders has reduced over the past 3 years and 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 2020/21.

## **6. Recommendation**

Members are requested to recommend to Council the charges for 2019/20 as illustrated in the schedule below;

2019/20	Proposed Increase/decrease		2020/21	VAT Amount	2020/21 Charge Inc. VAT	VAT Rate
	% Type	or £				
£		£	£	£	£	

**Gainsborough Market**

**Tuesday Market**

**Registered Trader**

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

**Casual Trader**

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

**Saturday Market**

**Registered Trader**

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

**Casual Trader**

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

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 Trader	£23.50		£23.50	£0.00	£23.50	OS
Casual Trader	£25.50		£25.50	£0.00	£25.50	OS

**Saturday Market**

Registered Trader	£15.00		£15.00	£0.00	£15.00	OS
Casual Trader	£20.00		£20.00	£0.00	£20.00	OS

# **FEES AND CHARGES REPORT**

## **APPENDIX H - PLANNING AND DEVELOPMENT SERVICES**

### **1. Service description**

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

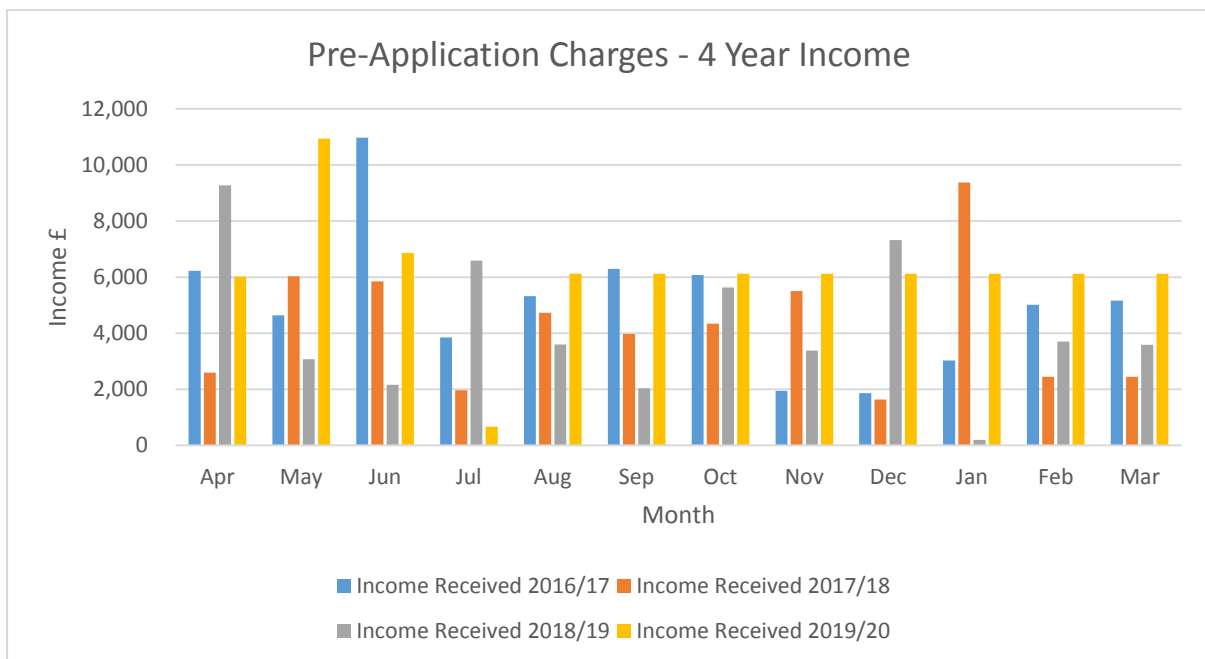
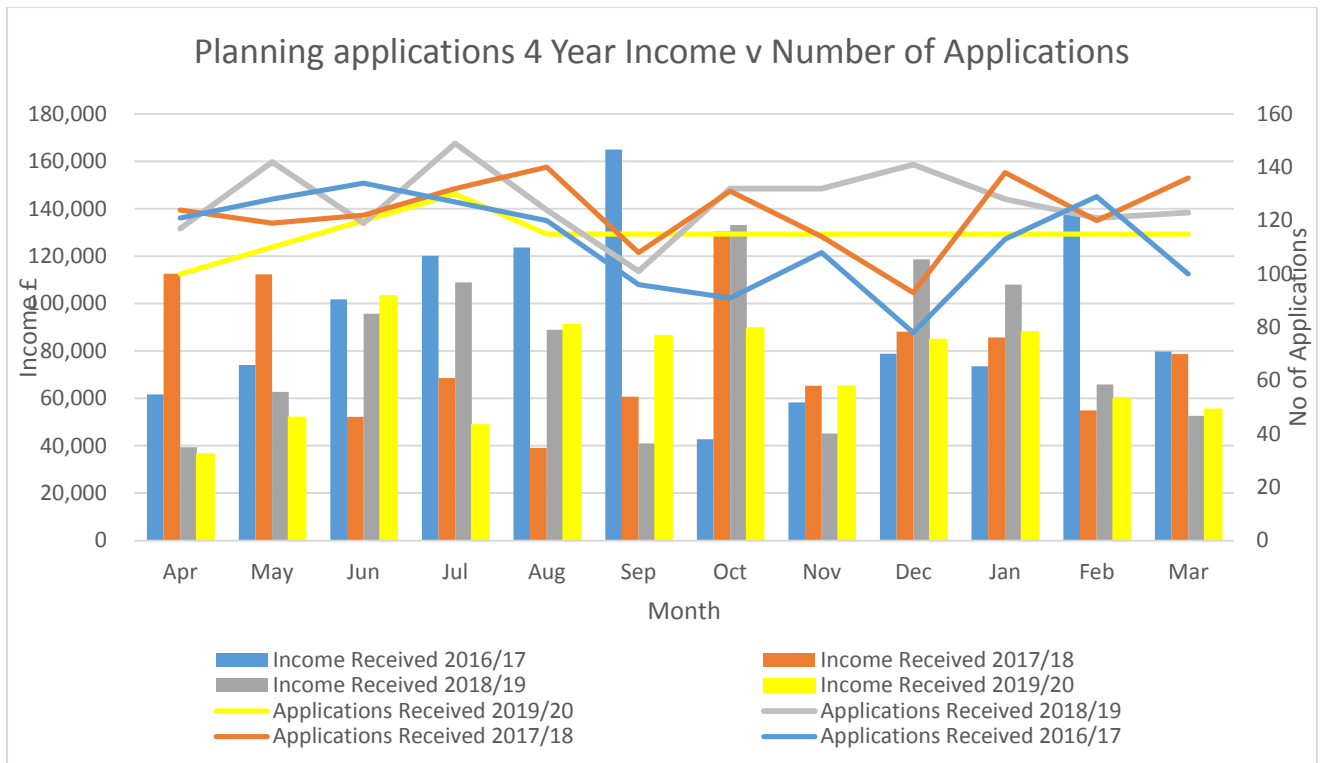
- Planning application fees – statutory set fees by Central Government that are dependent upon type of application. An announcement was made within the Chancellor's Autumn Statement 2017, to increase planning fees by 20% which was reflected in the approved fees and charges for Planning Services with effect from 2018/19.
- Pre application advice – an optional, enhanced service to encourage early engagement, improve customer experience and reduce time spent on invalid applications by identifying potential issues prior to plan submission. Pre-application engagement and "front-loading" is actively encouraged by national planning policy. Fees for this service can be set locally by WLDC.

In addition WLDC adopted Community Infrastructure Levy (CIL) at Council on 13 November 2017. The implementation of CIL took place on 22 January 2018 which means that any qualifying planning decision made on after this point will be subject to a CIL charge. As a result CIL is charged on the majority of all new buildings to ensure that development contributes towards the infrastructure needed to support growth in West Lindsey.

### **2. Prior years analysis, current financial year projections**

The graphs below illustrate the levels of income achieved (please note that the periods August 19 to March 20 are a forecast), and the volumes of applications for both planning applications and pre-applications advice.





### 3. Price

The tables below illustrate the level of income achieved in these areas against budget. Actuals have been used for 2016/17, 2017/18, 2018/19 and an estimate for 2019/20.

As the planning applications fees are statutory set we are unable to do any impact analysis.

Pre-application fee income (£)	Total	Budget	Under/(over)
Income received 2016/17	1,117,169	836,200	(280,969)
Income received 2017/18	948,609	903,300	(45,309)
Income received 2018/19	960,273	1,130,600	170,327
Income received 2019/20 (estimate)	960,100	960,100	0

Pre-application fee income (£)	Total	Budget	Under/(over)
Income received 2016/17	60,399	54,000	(6,399)
Income received 2017/18	50,886	55,200	4,314
Income received 2018/19	50,555	57,200	6,645
Income received 2019/20 (estimate)	81,746	59,100	(22,646)

The intention for the fees charged for pre-application advice is to increase them by 3% (RPI for May 2019). Based on the budgeted income for 2019/20 this would generate additional income of £1,776.

Current	£59,200
Impact 1 - No change of Fees	£59,200
Impact 2 - RPI increase (3.0%)	£60,976

In 2019/20 the Planning service is budgeted to make a deficit, and in 2018/19 there was also deficit. This is on the basis of the total cost of providing the service, including non-controllable costs.

During the current financial year there has been a continued focus on reducing overhead service costs through more efficient practices. The service is no longer reliant upon agency support staff, and is continuing to move away from paper reliant processes.

#### 4. Understanding Customers and Markets

During the current financial year the strategic growth agenda has continued to focus 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 the service level this requires an effective and engaged Development Management service working closely with all of these partners to make sure that the Planning service is fit for purpose and reflects modern industry development needs. The focus on improving performance for our customers has ensured that the service has developed with a much sounder understanding of their needs. For instance the service has now introduced a simplified "Do I need planning permission?" enquiry for

the benefit of customers, whilst the fee is set at an accessible level in order to only cover service costs. 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 a fee increase based on RPI only is proposed.

## **5. Proposed Charges**

Statutory charges will be applied in accordance with legislation.

New statutory charges for larger householder extensions were introduced in August 2019.

A new non-statutory charge for 'Do I need planning permission?' enquiry is proposed. The fee is proposed to be set at an accessible level in order to only cover service costs.

If a customer makes an enquiry currently they are required to submit a pre-application which costs £96 per application currently (incl VAT). The aim is to enable the customer to make a simpler enquiry for £25, which may result in the application not progressing to the full pre-application stage.

For non-statutory charges the Planning Service proposes to apply an increase equivalent to RPI at 3%.

CIL charges were proposed by WLDC prior to adoption and were subject to consultation. As part of this process they were subject to a public examination by an independent person, namely an Inspector from The Planning Inspectorate. These were then formally adopted by Council. As such these rates cannot be subject to change without a full inspection by a similar independent person.

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 and the impact of significant factors that will directly affect the development industry, not least the effects of Brexit, are not yet quantifiable.

## **6. Recommendation**

Members are asked to approve charges for 2020/21 as illustrated in the schedule below:

2019/20	Proposed Increase/decrease		2020/21	VAT Amount	2020/21 Charge Inc. VAT	VAT Rate
£	%	Type or £	£	£	£	

<b>Development</b>						
Householder development - do I need planning permission?			£0.00		£20.83	£4.17 £25.00 S
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)		3%	£78.00	£80.00	£16.00	£96.00 S
Non-residential changes of use including siting of caravans for sites under 1 ha or buildings under 1,000 m <sup>2</sup> (gross)		3%	£166.00	£171.00	£34.20	£205.20 S
Non-residential changes of use including siting of caravans for sites of 1 ha or above or buildings of 1,000 m <sup>2</sup> or above (gross)		3%	£291.00	£300.00	£60.00	£360.00 S
Development of 1-9 dwellings including changes of use to residential						
	1st dwelling	3%	£200.00	£206.00	£41.20	£247.20 S
	Additional dwellings	3%	£111.00	£114.00	£22.80	£136.80 S
Development of 10-49 dwellings including changes of use to residential						
	10th dwelling	3%	£1,205.00	£1,241.00	£248.20	£1,489.20 S
	Additional dwellings	3%	£59.00	£61.00	£12.20	£73.20 S
Development of 50 or more dwellings						
	minimum fee	3%	£3,611.00	£3,719.00	£743.80	£4,462.80 S
With additional fee subject to negotiation dependant on complexity of proposal. Encouragement to adopt a Planning Performance Agreement.						
Non-residential development where no floor space is created.		3%	£107.00	£110.00	£22.00	£132.00 S
Non-residential development up to 499 m <sup>2</sup> floor area, or 0.5 ha site area		3%	£146.00	£150.00	£30.00	£180.00 S
Non-residential development between 500 and 999 m <sup>2</sup> floor area, or between 0.51ha and 1.0 ha.						
	For 500 m <sup>2</sup> or 0.51ha	3%	£220.00	£227.00	£45.40	£272.40 S
	Each additional 100 m <sup>2</sup> or 0.1 ha	3%	£111.00	£114.00	£22.80	£136.80 S
Non-residential development between 1,000 and 4,999 m <sup>2</sup> floor area, or between 1.1ha and 2.0ha.						
	For 1,000 m <sup>2</sup> or 1.1ha	3%	£755.00	£778.00	£155.60	£933.60 S
	Each additional 100 m <sup>2</sup> or 0.1 ha	3%	£56.00	£58.00	£11.60	£69.60 S
Non-residential development of 5,000 m <sup>2</sup> or more or 2.1ha or more.						
	Minimum fee	3%	£3,073.00	£3,165.00	£633.00	£3,798.00 S
With additional fee subject to negotiation dependant on complexity of proposal. Encouragement to adopt a Planning Performance Agreement.						
Variation or removal of condition.		3%	£78.00	£80.00	£16.00	£96.00 S
Advertisements		3%	£78.00	£80.00	£16.00	£96.00 S
Non-householder listed building consent		3%	£151.00	£156.00	£31.20	£187.20 S
Additional site visit		3%	£132.00	£136.00	£27.20	£163.20 S
Hazardous Substances			£ negotiable	£ negotiable		S

**N.B.**

- The fee for a mixed use developments would be derived from the total of the fees for all elements.
- 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.
- 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 floor space will receive the fee for that dwelling).

Prosperous Communities Committee		Planning						
		2019/20	Proposed Increase/decrease		2020/21	VAT Amount	2020/21 Charge Inc. VAT	VAT Rate
		£	% Type	or £	£	£	£	
Decision Notices, Consents, Determinations, Tree Preservation Orders, Enforcement Notices, S106 Agreements.	Per Item (black/white)	£25.90	3%		£27.00	£0.00	£27.00	OS
Plus officer time at cost recovery								
Other copies								
Copy plans - A4	Per side of A4 (black/white)	£0.20	3%		£0.20	£0.00	£0.20	OS
Copy plans - A3	Per copy	£0.50	3%		£0.50	£0.00	£0.50	OS
Copy plans - A2, A1, A0	Per copy	£6.10	3%		£6.30	£0.00	£6.30	OS
Information on planning records	Planning Control	£0.20	3%		£0.25	£0.05	£0.30	S
Requests for Planning Information	Planning - as per above plus officer time per hour	£57.90	3%		£59.50	£11.90	£71.40	S
Plus officer time at cost recovery								
Plus officer time per hour at cost recovery								
Public Path Orders, i.e. Diversion Orders	Minimum charge	£525.31	3%		£541.00	£0.00	£541.00	OS
Plus actual advertisement costs	Maximum charge	£1,574.91	3%		£1,622.00	£0.00	£1,622.00	OS

Prosperous Communities Committee		Planning Applications						
		2019/20	Proposed Increase/decrease		2020/21	VAT Amount	2020/21 Charge Inc. VAT	VAT Rate
		£	% Type	or £	£	£	£	
<b>Outline Applications</b>								
All types of building per 0.1 ha	Every 0.1 ha where the site does not exceed 2.5 ha	£462.00			£462.00	£0.00	£462.00	OS
	Where the site area exceeds 2.5 ha, £11,432 and an additional £138 for each 0.1 ha in excess of 2.5 hectares, subject to a maximum in total of £150,000	£138.00			£138.00	£0.00	£138.00	OS
<b>Full Applications and Applications for Approval of Reserved Matters following an Outline Permission</b>								
Alterations/extensions to existing dwellings	where the application relates to a single dwelling	£206.00			£206.00	£0.00	£206.00	OS
Erection of dwelling	where the application relates to 2 or more dwellings where number of dwellings is less than 50. Where the number of dwellings exceeds 50, £22,859 and an additional £138 for each dwelling in excess of 50 subject to a maximum in total of £300,000	£407.00			£407.00	£0.00	£407.00	OS
Other buildings	Less than 40 m <sup>2</sup> floor space created	£234.00			£234.00	£0.00	£234.00	OS
	Between 40 and 75 m <sup>2</sup> floor space created	£462.00			£462.00	£0.00	£462.00	OS
	Every additional 75 m <sup>2</sup> up to 3750 m <sup>2</sup>	£462.00			£462.00	£0.00	£462.00	OS
	Over 3750 m <sup>2</sup> , £22,859 and an additional £138 for each 75 m <sup>2</sup> in excess of 3750 m <sup>2</sup> subject to a maximum in total of £300,000	£138.00			£138.00	£0.00	£138.00	OS
Plant or machinery	Where site does not exceed 5 ha; per 0.1 ha	£462.00			£462.00	£0.00	£462.00	OS
	Over 5 ha £22,859 and an additional £138 for each 0.1 ha in excess of 5 ha subject to a maximum in total of £300,000	£138.00			£138.00	£0.00	£138.00	OS
Agricultural Buildings	Less than 465 m <sup>2</sup> floor space created	£96.00			£96.00	£0.00	£96.00	OS
	Between 465 > 540 m <sup>2</sup>	£462.00			£462.00	£0.00	£462.00	OS
	Between 540 > 4215 m <sup>2</sup> , £462 for the first 540 m <sup>2</sup> then £462 per additional 75 m <sup>2</sup>	£462.00			£462.00	£0.00	£462.00	OS
	Over 4215 m <sup>2</sup> , £22,859 and an additional £138 for each 75 m <sup>2</sup> in excess of 4215 m <sup>2</sup> subject to a maximum in total of £300,000	£138.00			£138.00	£0.00	£138.00	OS
Glasshouses	No more than 465 m <sup>2</sup> floor space created	£96.00			£96.00	£0.00	£96.00	OS
	More than 465 m <sup>2</sup> floor space created	£2,580.00			£2,580.00	£0.00	£2,580.00	OS

	2019/20 £	Proposed Increase/decrease		2020/21 £	VAT Amount £	2020/21 Charge Inc. VAT £	VAT Rate
		% Type	or £				
<b>Changes of Use</b>							
A building to more than one dwelling		no. of dwellings 50 or less		£462.00		£462.00	OS
		more than 50 dwellings, £22,859 and an additional £138 for each dwelling in excess of 50 dwellings subject to maximum in total of £300,000		£138.00		£138.00	OS
Use of land for deposit of refuse or waste materials or deposit of material remaining after mineral extraction. Use of land for storage of minerals in the open		Each 0.1 ha of the site area, where the site does not exceed 15 ha		£234.00		£234.00	OS
		Where the site exceeds 15 ha £34,934 and an additional £138 for each 0.1 ha in excess of 15ha subject to a maximum in total of £78,000		£138.00		£138.00	OS
Other material change of use of building or land				£462.00		£462.00	OS
<b>No Buildings Created</b>							
Ancillary to a dwelling				£206.00		£206.00	OS
Car parks, service roads, accesses at existing developments				£234.00		£234.00	OS
Exploratory drilling for oil/gas		Site area not exceeding 7.5 ha (per 0.1 ha)		£508.00		£508.00	OS
		Where the site exceeds 7.5 ha £38,070 and an additional £151 for each 0.1 ha in excess of 7.5 ha subject to a maximum in total of £300,000		£151.00		£151.00	OS
Other Operations - Minerals Working		Site area not exceeding 15 ha (per 0.1 ha)		£234.00		£234.00	OS
		Where the site exceeds 15 ha £34,934 and an additional £138 for each 0.1 ha in excess of 15 ha subject to a maximum in total of £78,000		£138.00		£138.00	OS
		In any other case £234 for each 0.1 ha of the site, subject to a maximum of £2,028		£234.00		£234.00	OS
<b>Advertisements</b>							
Relating to the business on the premises				£132.00		£132.00	OS
Advance direction signs to a business				£132.00		£132.00	OS
Other advertisements				£462.00		£462.00	OS
<b>Prior Notifications and Approvals</b>							
Larger home extensions				£0.00		£96.00	OS
Agriculture, forestry or demolition proposals				£96.00		£96.00	OS
Telecommunications				£462.00		£462.00	OS
Proposed change of use to state funded school or registered nursery				£96.00		£96.00	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				£96.00		£96.00	OS
Proposed change of use of a building from office use to a dwelling house				£96.00		£96.00	OS
Proposed change of use of agricultural building to a dwelling house where there are no associated building operations				£96.00		£96.00	OS
Proposed change of use of agricultural building to a dwelling house and associated building operations				£206.00		£206.00	OS
Proposed change of use of a building from retail or mixed use retail and residential use to a dwelling house where there are no associated building operations				£206.00		£206.00	OS
Proposed change of use of a building from retail or mixed use retail and residential use to a dwelling house and associated building operations				£206.00		£206.00	OS
Permitted development rights removed (Article 4)				£96.00		£96.00	OS
<b>Other Applications</b>							
Renewal of temporary permission				£0.00	The equivalent planning application fee		OS
Variation or removal of a condition				£234.00		£234.00	OS
Non-Profit making club, society, organisation or trust, providing sports or recreational facilities				£462.00		£462.00	OS
Lawful Development Certificates - Existing Development		For 50 or fewer dwellings		£462.00		£462.00	OS
		For more than 50 dwellings, £22,859 and £138 for each dwelling over 50 up to a total maximum of £300,000		£138.00		£138.00	OS
Lawful Development Certificates - Proposed Development					Half the equivalent application fee		OS
Request for written confirmation of compliance with conditions		alterations or extensions to existing dwellings		£34.00		£34.00	OS
Request for written confirmation of compliance with conditions		In all other areas		£116.00		£116.00	OS
Non-material amendment		Householder application		£34.00		£34.00	OS
Non-material amendment		In all other areas		£234.00		£234.00	OS
Permission in Principle		per 0.1 ha		£402.00		£402.00	OS

2019/20	Proposed Increase		2020/21	VAT Amount	2020/21 Charge Inc. VAT	VAT Rate
	% Type	or £				
£			£	£	£	

**CIL Charging Schedule - residential charging zones (charge per m<sup>2</sup>)**

Zone 1 Lincoln Strategy Area (LSA)	£25.00			£25.00	£0.00	£25.00	OS
Zone 2 Non Lincoln Strategy Area	£15.00			£15.00	£0.00	£15.00	OS
Zone 3 North East Quadrant Sustainable Urban Extension	£20.00			£20.00	£0.00	£20.00	OS
Zone 4 Gainsborough West (as shown shaded green on the charging schedule map of Gainsborough)	£0.00			£0.00	£0.00	£0.00	OS
£0 charge for apartments across all zones							

**CIL Charging Schedule - commercial charging zones (applicable to whole district) (charge per m<sup>2</sup>)**

Convenience Retail *	£40.00			£40.00	£0.00	£40.00	OS
All Other Uses **	£0.00			£0.00	£0.00	£0.00	OS

\* Convenience retail is defined as everyday items including food, drink and non-durable household goods

\*\* All other uses and the £0 rate include comparison retail and retail warehousing

No change is permitted to the CIL charging schedule without a full examination by The Planning Inspectorate

# FEES AND CHARGES REPORT

## APPENDIX I - HOUSING AND COMMUNITIES

### 1. Description of Service

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

- Housing Enforcement Charges
- Mobile Homes
- Selective Licensing

#### Housing Enforcement Charges

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.

The Council can also now issue Civil Penalties for certain housing offences and the income derived from these is ring fenced to resource further private sector housing work.

#### Mobile Home Fees

The annual inspection of mobile home sites ceased during 2018/19. The decision to cease the annual inspection is based on the resources required to carry out inspections and the level of income that is received. It is not felt, that given the minimal income that is achieved that it is an effective use of officer time.

This does not remove any obligations from the Council in regards to taking any formal enforcement action.

Should the number of sites increase to an amount where the inspections are viable the decision to inspect annually can be revisited.

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

#### Selective Licensing

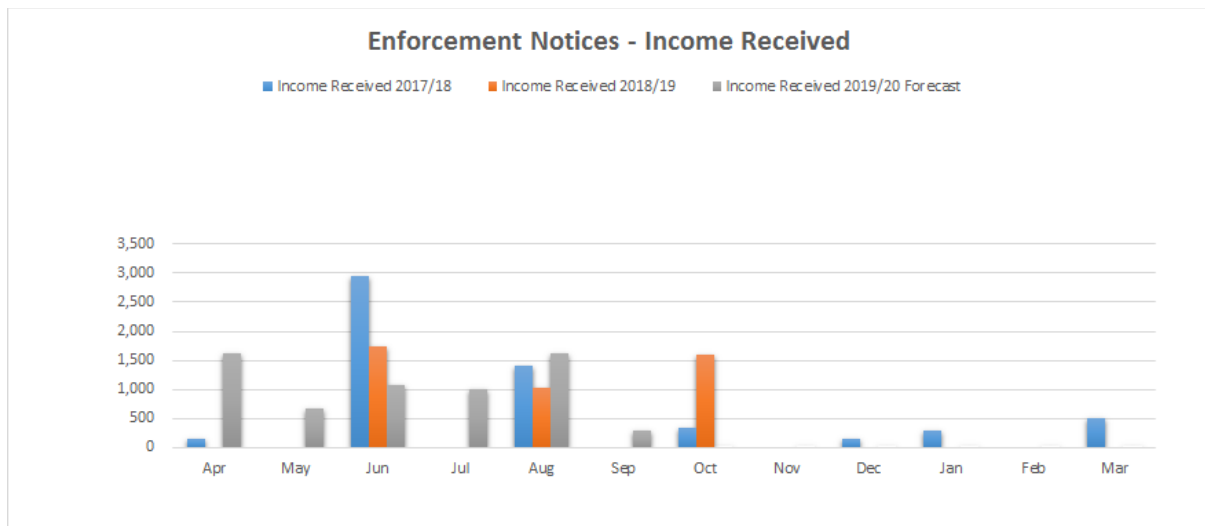
This is a new fee that the Council introduced in 2016 for properties in the private rented sector that fall within the designated selective licensing area. This fee is set for a 5 year period at £375 and will not be changed for the duration of the scheme.



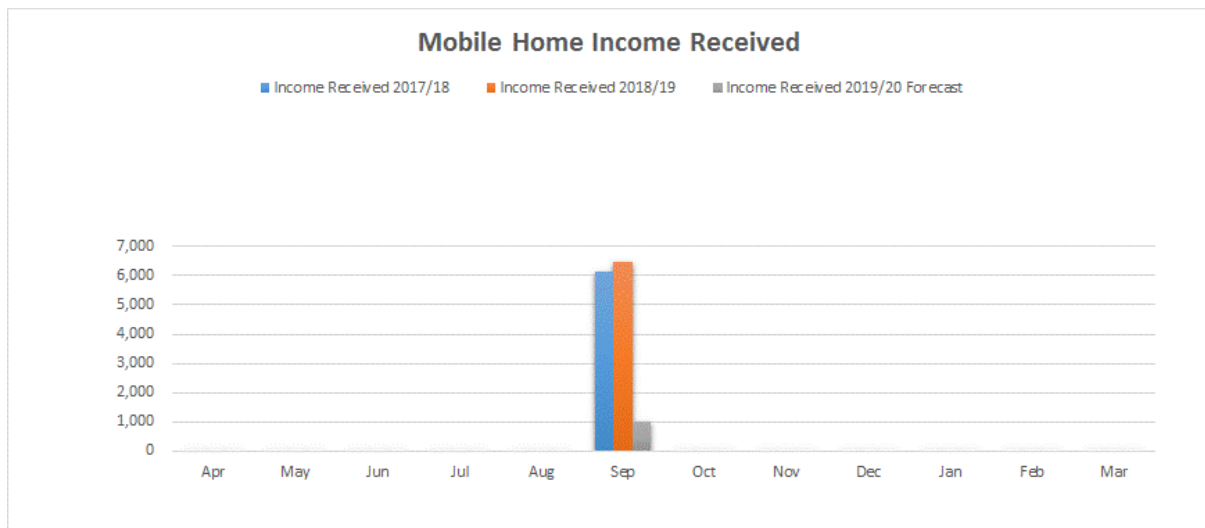
Any enforcement work related to selective licensing will be charged as per the housing enforcement charges schedule previously detailed.

## 2. Prior years analysis

The table below illustrates Income achieved 2017/18, 2018/19 and actuals for 2019/20 to date for Enforcement.



The table below illustrates Income achieved 2017/18, 2018/19 and estimate for 2019/20 for Mobile Homes.



Total income achieved is also illustrated below;

	2017-18	2018-19	2019-20
Enforcement Actuals	5,800	4,376	6,287
Mobile Homes Actuals	6,152	6,483	1,000
<b>Totals</b>	<b>11,952</b>	<b>10,859</b>	<b>7,287</b>

### 3. Pricing

Housing Enforcement Charges 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.

### 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 these will be reviewed accordingly.

### 5. Proposed Charges

#### Housing Enforcement Charges

It is proposed to introduce one standard fee for Housing Act notices of £350. This will replace the current fee of £250 plus £50 per additional hazard fee (£450 maximum). The standard fee will ensure that there is clarity on service and reflects the general cost recovery across all areas of work. There is no set approach to this for Local Authorities and this fee is line with those from Lincolnshire and the East Midlands. This does not include notices which have an hourly fee and relate to works in default.

### 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.

As above, the annual site inspection fee has been removed from the fees and charges schedule.

### Selective Licensing

These fees are agreed and set for a 5 year period until 2020/21 in line with the original fee proposals relating to this legislation.

## **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 fees for 2020/21.

#### Mobile Home Fees:

Members are requested to recommend to Council the maintained fees for 2020/21.

2019/20	Proposed Increase/decrease		2020/21	VAT Amount	2020/21 Charge Inc. VAT	VAT Rate
£	% Type	or £	£	£	£	

Housing Enforcement Charges								
Mandatory HMO Licence Application	Up to 5 units / bedrooms	£800.00		£25.00	£825.00	£0.00	£825.00	OS
	Per additional unit	£50.00			£50.00	£0.00	£50.00	OS
	Maximum charge - n/a							
Mandatory HMO Licence Renewal	Up to 5 units / bedrooms	£700.00			£700.00	£0.00	£700.00	OS
	Per additional unit	£50.00			£50.00	£0.00	£50.00	OS
	Maximum charge - n/a							
Hazard Awareness Notice	None					£0.00	£0.00	OS
Improvement Notice	For one hazard				£350.00	£0.00	£350.00	OS
Emergency Remedial Action Notice (plus work - see below)	Cost of works plus hourly rate of officer time				Cost of works plus officer time to execute	£0.00	£0.00	OS
	Officer time charged at £30 per hour							
Prohibition Order					£350.00	£0.00	£350.00	OS
Emergency Prohibition Order					£350.00	£0.00	£350.00	OS
Demolition Order					£350.00	£0.00	£350.00	OS
Immigration Procedure Inspection	Per inspection	£65.00	6%		£70.00	£14.00	£84.00	S
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 cost of works							OS
Penalty Charge Notice (Smoke and Carbon Monoxide Alarm (England) Regulations 2015)	Up to £5,000							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 £5,000							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
Housing and Planning Act - Civil Penalties	up to £30,000							

2019/20	Proposed Increase		2020/21	VAT Amount	2020/21 Charge Inc. VAT	VAT Rate
	£	% Type or £				

Mobile Homes Act 2013						
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

# FEES AND CHARGES REPORT

## APPENDIX J – WASTE SERVICES

### 1. Service Description

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.

#### 1a) Price on Application

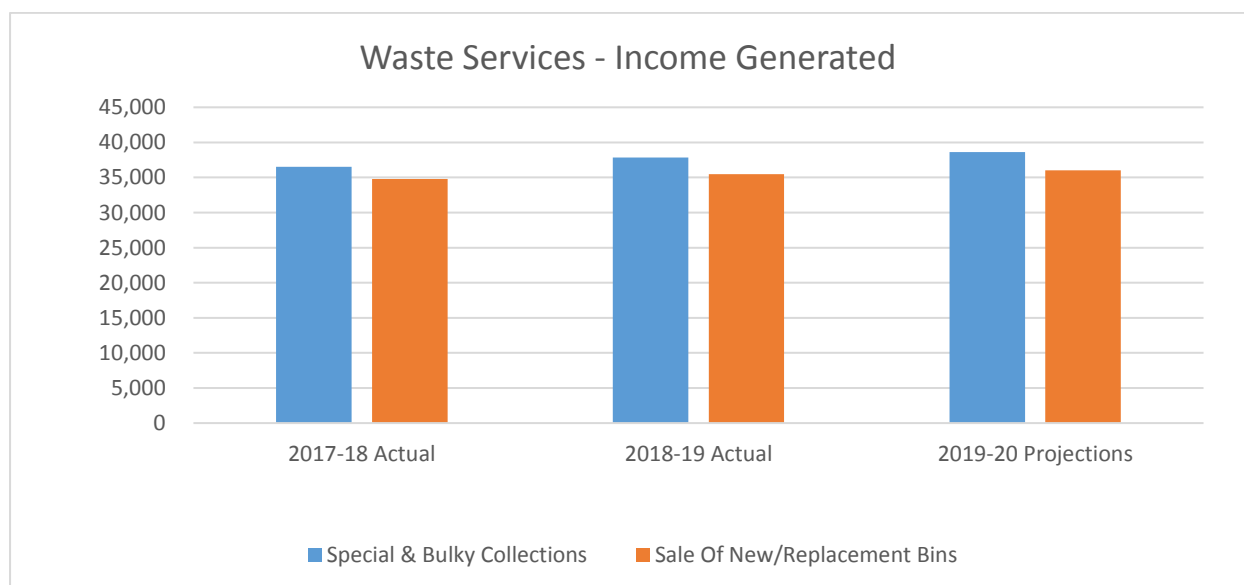
Commercial Waste and Private Road Sweeping – all fees and charges with prices on application, this is due to the variety of requirements of customers. A pricing model has been developed for both service areas to assist officers in developing a price range, based on the individual requirements and specifications of the customer.

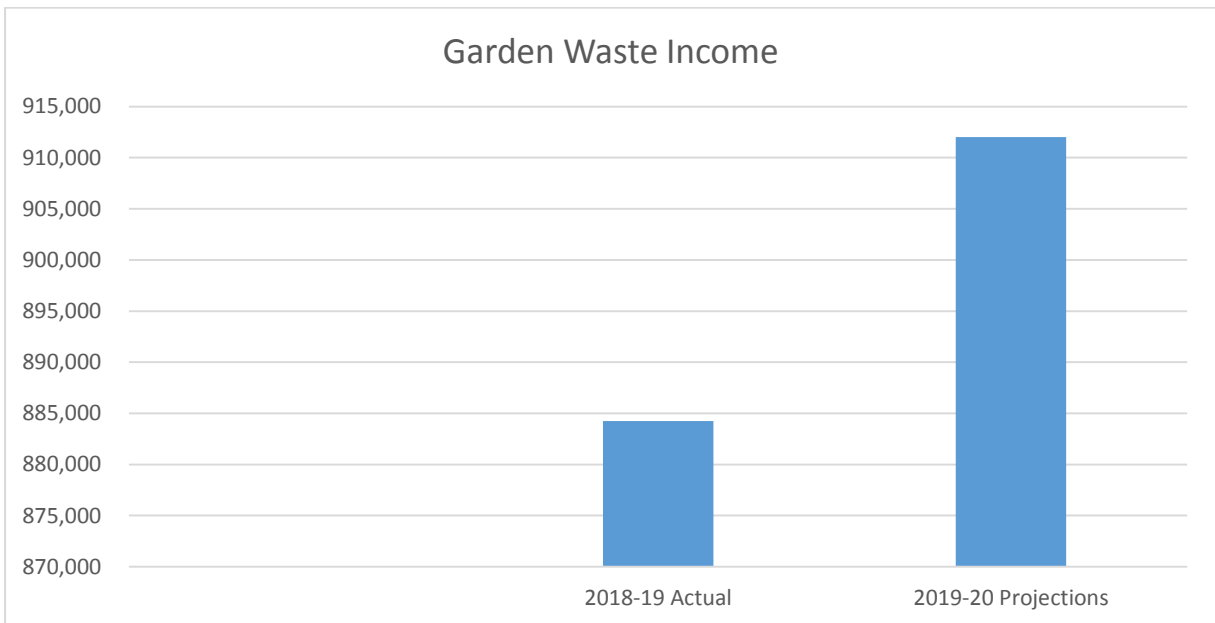
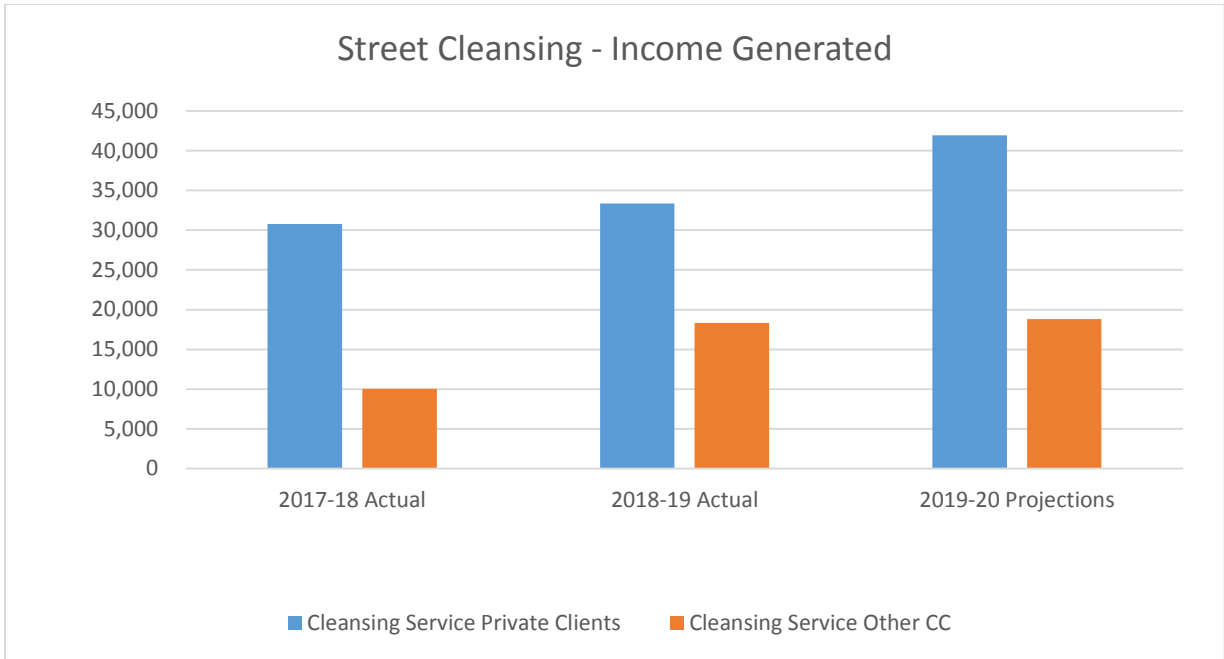
#### 1b) Green Waste Service

A charge for the collection of Garden Waste was implemented with effect from 1<sup>st</sup> April 2018. It is now part of the standard Fees and charges review.

### 2. Prior years analysis, current financial year projections

The graphs below shows the actual income achieved for the previous 2 financial years plus an estimate for 2019-20.





As the graphs above demonstrate, income has increased steadily across the board within Waste Services.

### 3. Pricing

Fees for Waste sacks have been broken down for ease over the types and also the make-up of costs to assist in making purchases an easier process. Fees have been increased by inflation at 3% and rounded up to the nearest 5p for ease.

Fees for bulky household collections have also been increased by inflation, and rounded up to the nearest £1.

Replacement wheeled bins have not been increased as the current fee covers the cost of purchase and delivery.

The Street Cleansing price on application model has been updated so that for 20/21 the revised budgets and pay structures will be applied.

The fees and charges for Garden Waste have been fixed at £35.00, this was decided after analysis of the current uptake and future costs. The rate of £35.00 will provide full cost recovery based on current volumes.

#### **4. Understanding Customers and Markets**

Waste services as mentioned above offers a much needed service within the local community. Charges have had inflationary increases in previous years, these increases have been accepted by the users of the service as it is in line with previous years. An inflationary increase has been applied to waste sack charges.

Replacement wheeled bins have not been increased as the current fee covers the cost of purchase and delivery.

#### **5. Proposed Charges**

The proposed charges for 2020/21 are illustrated below.

#### **6. Recommendation**

Members are requested to approve the charges for the 2020/21 financial year as detailed in the schedule below.



2019/20	Proposed Increase/decrease		2020/21	VAT Amount	2020/21 Charge Inc. VAT	VAT Rate
	£	% Type or £				

Garden Waste and Additional Blue Sacks	Per 5 sacks or stickers	£8.55	3%	£8.85	£0.00	£8.85	OS
	Postage & packaging of 5 sacks	£2.15	3%	£2.25	£0.00	£2.25	OS
	Per 20 Stickers	£0.65	3%	£0.70	£0.00	£0.70	OS
Garden Waste Wheeled Bin (Annual charge)	Collection of 1st bin	£35.00		£35.00	£0.00	£35.00	OS
Garden Waste Wheeled Bin (Annual charge)	Collection of 2nd and subsequent bins	£35.00		£35.00	£0.00	£35.00	OS
Wheeled Bin Replacement (supply & delivery)	Residual /blue recycling	£33.00		£33.00	£0.00	£33.00	OS
	Garden Waste 2nd and subsequent bins	£15.00		£15.00	£0.00	£15.00	OS
Wheeled Bins for New Properties (supply & delivery)	Residual/blue recycling	£33.00		£33.00	£0.00	£33.00	OS
	Garden Waste 2nd and subsequent bins	£15.00		£15.00	£0.00	£15.00	OS
Bulky Household Waste Collections	Collection articles worth up to 6 points	£31.00	3%	£32.00	£0.00	£32.00	OS
	Additional articles worth 1 point collected at the same time	£4.00	3%	£4.15	£0.00	£4.15	OS
Collection and Disposal of Fridges and Freezers from Commercial Premises		£86.00	3%	£88.60	£0.00	£88.60	OS
Collection of Clinical Waste		£0.00		£0.00	£0.00	£0.00	OS

# FEES AND CHARGES REPORT

## APPENDIX K – TRINITY ARTS CENTRE (TAC)

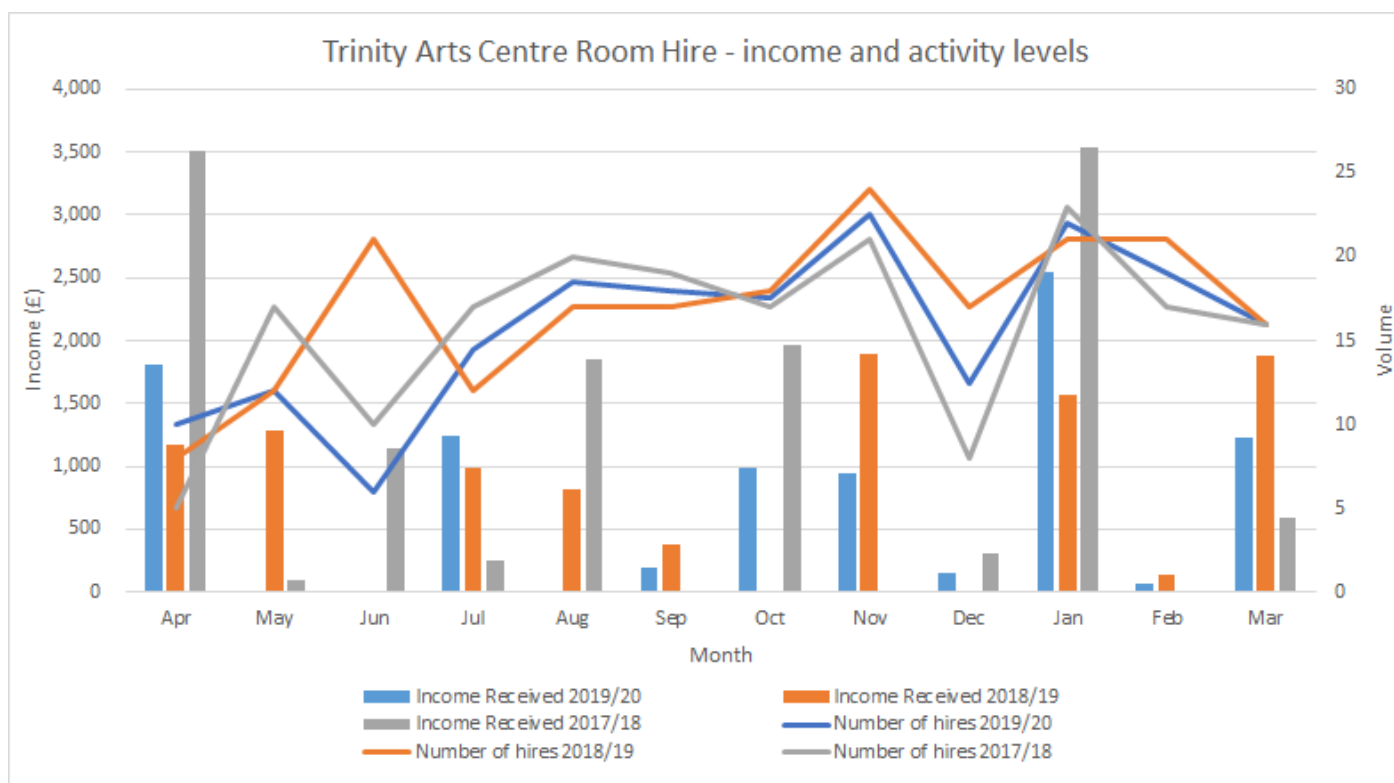
### 1. Service Description

Trinity Arts Centre (TAC) is operated by West Lindsey District Council and is widely used by local and touring professional companies who stage shows at the centre. The centre also offers additional spaces for events and workshops and a local one screen cinema.

For many years, Trinity Arts Centre has received significant subsidy from the council, and with the appointment of a new manager in July 2018, the object to transition the centre to a more sustainable footing in three years was set.

### 2. Prior years analysis, current financial year projections

In previous years, the centre has received general space hire income from regular community groups grossing an average £3,380 per annum, and auditorium hire from community productions grossing an average £3,833 making the total income from hires £7,213.



Since the hire fee changes fully took place with effect from 1 April 2019, the centre has retained its original customers and gained extra. Space hire income for 2018/19 was £10,125, and auditorium hire was £8,642 making the total income from hires £18,767.

### **3. Pricing**

A review of the hire fees took place when the new manager started, with a new fee structure implemented from October 2018. The increase in hire fees didn't fully come into operation until 1 April 2019 however as it was appropriate to honour advance bookings at the original price. Previous years fees did not cover the true cost of running an event meaning the centre was operating at a loss. Therefore, a more realistic charging structure was developed ensuring costs were adequately covered whilst maintaining a competitive edge with neighbouring theatres.

The TAC Manager is in the process of submitting a business plan which includes a number of improvements to the centre including investment proposals which will secure current income streams and have the potential to yield additional income. Assuming this is approved once implemented the fee structure will be revisited. These refurbishments will also provide TAC with the opportunity to cater for new events such as weddings, private functions and parties.

### **4. Understanding Customers and Markets**

People associate TAC as being a cinema more often than a theatre for live performances. Over the years the promotion of Trinity has been more closely linked to its cinema operation than it has with its live performance programme. However in light of a new cinema being built in the town centre, a significant change of identity is required in order to establish the centre as a live space event.

The appointment of a new centre manager in 2018 has seen a significant change in programme already as he consciously programmes better quality and more live events which has seen a rise in attendances.

As part of the business plan mentioned above one proposal is to replace the current box office system with an intelligent box office system. Such a system will provide us with wide ranging and intelligent reports delivering crucial information to help inform decisions on programming, marketing, the customer journey and more.

### **5. Proposed Charges**

The proposed charges for room / theatre hire are outlined in the table below.

All other fees & charges generated by the centre are Price on Application (POA) to assist officers in developing a price range, based on the individual requirements and specifications of the customer.

### **6. Recommendation**

Members are asked to approve charges for the 2020/21 financial year as detailed in the schedule below.



Prosperous Communities Committee

Trinity Arts Centre

2019/20	Proposed Increase/decrease		2020/21	VAT Amount	2020/21 Charge Inc. VAT	VAT Rate
	% Type	or £				

Theatre (rehearsal) (Mon-Thurs)	per hour		£55.00		£55.00	£11.00	£66.00	S
Theatre (rehearsal) (Mon-Thurs)	per half day		£180.00		£180.00	£36.00	£216.00	S
Theatre (rehearsal) (Mon-Thurs)	per full day		£280.00		£280.00	£56.00	£336.00	S
Theatre (rehearsal) (Fri-Sat)	per hour		£55.00		£55.00	£11.00	£66.00	S
Theatre (rehearsal) (Fri-Sat)	per half day		£216.00		£216.00	£43.20	£259.20	S
Theatre (rehearsal) (Fri-Sat)	per full day		£340.00		£340.00	£68.00	£408.00	S
Theatre (rehearsal) (Sun)	per hour		£75.00		£75.00	£15.00	£90.00	S
Theatre (rehearsal) (Sun)	per full day		£595.00		£595.00	£119.00	£714.00	S
Theatre (performance) (Mon-Thurs)	per hour		£65.00		£65.00	£13.00	£78.00	S
Theatre (performance) (Mon-Thurs)	per half day		£230.00		£230.00	£46.00	£276.00	S
Theatre (performance) (Mon-Thurs)	per full day		£375.00		£375.00	£75.00	£450.00	S
Theatre (performance) (Fri-Sat)	per hour		£65.00		£65.00	£13.00	£78.00	S
Theatre (performance) (Fri-Sat)	per half day		£275.00		£275.00	£55.00	£330.00	S
Theatre (performance) (Fri-Sat)	per full day		£450.00		£450.00	£90.00	£540.00	S
Theatre (performance) (Sun)	per hour		£95.00		£95.00	£19.00	£114.00	S
Studio One/Two (Mon-Sat) (educational/charity)	per hour		£13.33		£13.33	£2.67	£16.00	S
Studio One/Two (Mon-Sat)	per hour		£20.00		£20.00	£4.00	£24.00	S
Studio One/Two (Mon-Sat)	per half day		£65.83		£65.83	£13.17	£79.00	S
Studio One/Two (Mon-Sat)	per full day		£115.83		£115.83	£23.17	£139.00	S
The Lounge (including duty manager)	per half day		£115.83		£115.83	£23.17	£139.00	S
The Lounge (including duty manager)	per full day		£222.50		£222.50	£44.50	£267.00	S
Duty Manager/Technician	per hour		£13.33		£13.33	£2.67	£16.00	S

Box office commission for community productions is 10%  
 Box office commission for professional productions is 15%

# **FEES AND CHARGES REPORT**

## **APPENDIX L – GAINSBOROUGH CREMATORIUM**

### **1. Service description**

The crematorium is responsible for developing and maintaining an excellent bereavement service and facilities for WLDC in line with the Bereavement Strategy and in accordance with all relevant legislation, policies and procedures.

The crematorium is responsible in delivering a cost effective, caring cremation and after care service. Memorials are provided for families to lease, for loved ones who have died as a way of coping with the overwhelming grief felt after a death.

### **2. Prior years analysis, current financial year projections**

The crematorium is scheduled to open in Jan 2020. As such we plan to monitor income on a regular basis to ensure it is meeting targets.

### **3. Pricing**

As the service is new we are proposing to set the fees and charges for both 2019/20 and 2020/21 unchanged. The proposed fees are based on the experience and knowledge of the Crematorium Manager with regard to the fees set by neighbouring crematoria, in order we are competitive.

### **4. Understanding Customers and Markets**

Local Authority run crematoria no longer have the monopoly in the marketplace. Private companies have invested in this area, are marketed well, and becoming profitable. Our business model has considered all areas of household income and equality, introducing flexible service times and direct cremations to achieve this.

Benchmarking has been done to stay mid-table on cost and develop the new service offer to meet the demands to those who are financially challenged which aims to alleviate financial pressures on local residents and the Local Authority in the future.

### **5. Proposed Charges**

The proposed charges are outlined in the table below.

### **6. Recommendation**

Members are requested to recommend to Council the charges for 2019/20 and 2020/21 as illustrated in the schedule below:

## Prosperous Communities Committee

## Crematorium

	2019/20		2020/21	VAT Amount	2020/21 Charge Inc. VAT	VAT Rate
	£	Proposed Increase/decrease % Type or £				
Adult (18 years and over)	£805.00		£805.00	£0.00	£805.00	X
Adult (18 years and over) early start (09:00 & 09:45)	£650.00		£650.00	£0.00	£650.00	X
Child (17 years and under)	£0.00		£0.00	£0.00	£0.00	X
Direct Cremation (no attendance 08:45)	£450.00		£450.00	£0.00	£450.00	X
Body parts/slides and blocks	£75.00		£75.00	£0.00	£75.00	X
Saturday service (with discussion with Manager)	£1,127.00		£1,127.00	£0.00	£1,127.00	X
Late cancellation fee (cancellations within 72 hours of service)	£110.00		£110.00	£0.00	£110.00	X
Chapel fee (extension 20 minutes)	£175.00		£175.00	£0.00	£175.00	X
Chapel fee (extension 40 minutes)	£225.00		£225.00	£0.00	£225.00	X
Strewing/scattering of cremated remains from elsewhere	£55.00		£55.00	£0.00	£55.00	X
Webcast recording	£40.00		£40.00	£8.00	£48.00	S
Webcast recording (available for 28 days and download)	£45.00		£45.00	£9.00	£54.00	S
DVD recording (1st copy)	£50.00		£50.00	£10.00	£60.00	S
DVD recording (each subsequent copy)	£25.00		£25.00	£5.00	£30.00	S
Visual tribute (1 photograph)	£15.00		£15.00	£3.00	£18.00	S
Visual tribute (2-10 photographs) (slideshow played on a loop)	£40.00		£40.00	£8.00	£48.00	S
Video tribute (up to 5 minutes)	£35.00		£35.00	£7.00	£42.00	S
DVD containing the tribute (1st copy)	£25.00		£25.00	£5.00	£30.00	S
DVD containing the tribute (each subsequent copy)	£20.00		£20.00	£4.00	£24.00	S
Book of Remembrance (2 lines)	£75.00		£75.00	£15.00	£90.00	S
Book of Remembrance (5 lines)	£95.00		£95.00	£19.00	£114.00	S
Book of Remembrance (8 lines)	£125.00		£125.00	£25.00	£150.00	S
Miniature book (leather - 2 lines)	£90.00		£90.00	£18.00	£108.00	S
Miniature book (leather - 5 lines)	£110.00		£110.00	£22.00	£132.00	S
Miniature book (leather - 8 lines)	£120.00		£120.00	£24.00	£144.00	S
Memorial card (2 lines)	£40.00		£40.00	£8.00	£48.00	S
Memorial card (5 lines)	£60.00		£60.00	£12.00	£72.00	S
Memorial card (8 lines)	£70.00		£70.00	£14.00	£84.00	S
Additional inscription to existing books and cards	£18.33		£18.33	£3.67	£22.00	S
Floral design (available for 5 and 8 lines only)	£40.00		£40.00	£8.00	£48.00	S
Caskets *	£45.00		£45.00	£9.00	£54.00	S
Temporary deposit of Cremated remains per month after initial month	£10.00		£10.00	£2.00	£12.00	S
Witnessed scattering	£20.00		£20.00	£4.00	£24.00	S
Mulberry Tree - per leaf, space leased for 6 years	£160.00		£160.00	£32.00	£192.00	S

\* If a casket is sold as part of a funeral package it will be exempt from VAT; if supplied on its own it will be standard rated

Document is Restricted



By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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# Agenda Item 6c



**Prosperous Communities  
Committee**

**Tuesday 22<sup>nd</sup> October 2019**

**Subject: Lea Fields Crematorium Regulations**

Report by:

Monitoring Officer

Contact Officer:

Alan Robinson  
Director of Governance/Monitoring Officer

alan.robinson@west-lindsey.gov.uk

Purpose / Summary:

The purpose of this report is to agree the proposed regulations to effectively manage Lea Fields Crematorium

**RECOMMENDATION(S):**

That Committee approve the attached Lea Field Crematorium Regulation

## IMPLICATIONS

**Legal: None directly resulting from this report**

(N.B.) Where there are legal implications the report **MUST** be seen by the MO

**Financial : FIN/99/20**

**None directly resulting from this report**

(N.B.) All committee reports **MUST** have a Fin Ref

**Staffing : Understanding of these regulations will form part of the induction of all staff employed at Lea Fields**

(N.B.) Where there are staffing implications the report **MUST** have a HR Ref

**Equality and Diversity including Human Rights :**

**The regulations will ensure that all users are treated equally and fairly**

*NB: Please explain how you have considered the policy's impact on different groups (for example: young people, elderly, ethnic minorities, LGBT community, rural residents, disabled, others).*

**Data Protection Implications :**

**None directly resulting from this report**

**Climate Related Risks and Opportunities:**

**None directly resulting from this report**

**Section 17 Crime and Disorder Considerations:**

**None directly resulting from this report**

**Health Implications:**

**None directly resulting from this report**

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

**Risk Assessment :**

**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**

**No**

**Key Decision:**

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

**Yes**

**No**

**No**

## **\_1 Introduction and Background**

1.1 Lea Fields Crematorium is due to open early January 2020 and aims to meet local needs sympathetically

1.2 The regulations are required and they provide a set of instructions issued to the public. The **rules** which are legally accepted by the governing authority, are considered as **regulations**

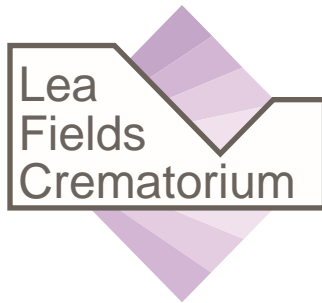
1.3 The day-to-day management of a crematorium is governed by two major influences:

- The need to comply precisely with statutory requirements.
- The need to provide a competent and sensitive service to bereaved customers.

These two requirements are complementary; the non-statutory aspects of the job need to be carried out with the same degree of precision as the statutory regulations which is why regulations are required. Anything less than this is likely to damage the reputation of the crematorium, and the image of cremation generally.

1.4 Providing regulations sets standards of our service related to cremation and funerals. It is a written statement of what can be expected and enables people to judge the quality of the service received.

1.5 Please refer to Appendix 1 for the proposed regulations.



## Crematorium Regulations

### WEST LINDSEY DISTRICT COUNCIL

West Lindsey District Council welcomes all visitors to Lea Fields Crematorium and asks that visitors respect the peace, dignity and reverence of these facilities as well as other users. We thank you in advance for your consideration.

The regulations in the following pages have been drawn up by West Lindsey District Council to ensure that the Crematorium and Gardens of Remembrance are managed and used in a sensitive and appropriate way for everybody. These are communal spaces for quiet reflection and remembering our loved ones.

Although these regulations are a requirement for the management of the Crematorium and Gardens, every effort has been made to avoid restricting the rights and choices of the individual. Therefore, these regulations have been prepared with a balance between individual rights/information and the need to regulate for safe and tidy grounds. For example, the restrictions on glass are based upon these items becoming potential hazards when mowers are used. It is not based upon aesthetic considerations.

The Council has adopted the principles of the Charter for the Bereaved and is committed to giving the individual the rights that are provided by the Charter. For further information contact the Cemetery Office or see the "Information" section of the Institute for Cemetery and Crematorium Management (ICCM) website - <http://www.iccm-uk.com/iccm/>

The following regulations apply to Lea Fields Crematorium and any other crematorium which may be established by or come under the control of West Lindsey District Council after the adoption of these regulations.

Contact details:  
Lea Fields Crematorium  
Gainsborough Road  
Lea  
Gainsborough  
Lincolnshire  
DN21 5PL  
01427 675136  
[crematorium@west-lindsey.gov.uk](mailto:crematorium@west-lindsey.gov.uk)

## **INTERPRETATION**

In these rules and regulations, unless the context otherwise requires, the following words and expressions shall have these meanings assigned to them:-

**Contractor** - A person or firm that undertakes a contract to provide materials or labour to perform a service or do a specific task.

**Council** – West Lindsey District Council and any authorised officer in its employment.

**Funeral Director** – Person making arrangements and directing the funeral service

**Memorial** - Any stone, vase, tablet, kerbing, or other authorised object placed (excluding wreaths and flowers).

**Un-authorised** - Any item appearing in the crematorium grounds that has not been granted prior written approval.

**Office** - The Crematorium office (address on the inside cover of these regulations).

**Sanctum Vault** - Overground vault for storage of cremated remains sold for a lease period.

**Working days** - The days on which the office is open, i.e. Monday to Friday inclusive (excluding Public Holidays).



## CONTENTS

- MANAGEMENT OF THE CREMATORIUM
- CREMATION
- MEMORILISATION
- FEES AND CHARGES
- DISPOSAL OF CREMATED REMAINS
- FLOWERS AND FLORAL TRIBUTES

DRAFT

## **MANAGEMENT OF THE CREMATORIUM**

The Crematorium & Grounds will be open to the public on such days and during such hours as the Council may, from time to time, determine.

At the time of adoption of these regulations by the Council the Crematorium grounds will be open 08:30 until dusk

All persons entering the Crematorium will be subject to the orders and control of the Council.

All persons shall conduct themselves in a decent, quiet and orderly manner

Visitors to the Crematorium shall not unreasonably interrupt the Council's employees or their contractors at their duties, or employ them to execute private work within the grounds or extend to them any gratuity.

All complaints and requests by members of the public must be made to the Crematorium Office and not to the workers employed in the crematorium. All dogs must be kept on a short lead at all times and must not foul within the Crematorium grounds, (if this is unavoidable, the person in control of the dog must remove any deposit).

Children who are, or appear to be, under the age of 14 years will not be permitted in the crematorium grounds except under the care of a responsible person.

No person (other than the Council) shall sell or expose for sale any article, commodity or thing of any kind whatsoever or solicit orders for the same, within the crematorium or grounds.

Any person using a motor vehicle in the crematorium grounds shall only do so on a carriageway suited to the purpose. Vehicles must be driven with care and at a slow speed and must be kept to the roads. Parking must not restrict access to other road users. Priority must be given to funeral cars. No unauthorised vehicle should be left in front of the chapels

All visitors to the Crematorium must keep to the footpaths or roads whilst visiting and refrain from interfering with trees, shrubs and flowers.

No person shall drop, throw or otherwise deposit and leave in the crematorium any wastepaper or refuse of any kind except in the receptacles provided for the purpose.

The taking of photographs, video and tape recordings, within the Crematorium shall be subject to the approval of the Bereavement Services Manager, who may demand

production of an indemnity in the Council's favour where it is proposed to photograph a private service.

Smoking is prohibited in any of the Council's buildings or in the immediate vicinity, this includes the use of electronic cigarettes (ecigarettes).

No employee of the Council, or its contractor, is to demand or receive any gratuity.

## **CREMATION**

Such of the above Regulations, as the Council feels applicable, will apply to Lea Fields Crematorium. Current fees are available either from the office or can be found on West Lindsey District Council website.

All the forms of religious and/or secular services are permitted in our chapel, and the duration of these is determined by the time and service type booked for the funeral.

The time appointed for a service will relate to when the funeral cortege is to arrive at the Crematorium. Ceremonies of a special nature are subject to the approval of the Bereavement Services Manager (ie out of the ordinary).

No food or drink is permitted in the Chapel area.

Fully completed statutory, and other required paperwork must be delivered to the office no later than 10.00 a.m. at least two full working days before the day of the funeral, and three full working days in such cases as the applicant wishes to inspect the medical certificates.

Any difficulties in providing the required paperwork on time should be communicated directly with the office.

The preliminary application form is also confirmation of the telephone or internet booking which is provisional until the Office checks the details on the preliminary application form.

Failure to comply may mean that the cremation will be postponed.

**All Music (including organist played hymns), Visual Tribute, Webcasting & Recording requirements must be booked by 9am two working days before the service via:  
[www.obitus.com](http://www.obitus.com)**

Music requests and alterations to music from funeral directors can cause problems, not only for your funeral service but also have an effect on following services.

Music must be ordered at least two working days before the funeral but the earlier the better as it may need to be purchased on CD or vinyl and it will allow adequate time to arrive in time for your service.

Please be aware:

- Music specifically ordered from Obitus may have to be sourced or purchased.
- Webcasts have to be compiled by our provider

Although we will endeavour to do our best, any music requests received late can't be guaranteed. We will only take music instructions, in writing, from the funeral director. The Council accepts no responsibility for incorrect music instructions received from the funeral director.

**Please note: If no music preferences have been given, or received, the staff will select something that they think is appropriate.**

Families/Funeral Directors are welcome to bring their own organ to play but will need to ensure this device has a PAT tested certificate or less than a year old. This remains the responsibility of the Funeral arranger to ensure this is set up and removed within their allocated service time.

### **Direct Funerals**

Funeral Directors must notify the crematorium that they have a need for a direct service time, and must not use the online booking service.

Lea Fields Crematorium will agree a suitable day and time for the funeral.

Direct Services will only be accepted subject to the following being adhered to:

- No Family or friends will be in attendance
- To arrive on the agreed date and time
- That a clean smart vehicle be used
- That all staff are uniformed
- That sufficient staff to convey the Coffin to the Catafalque in a dignified manner are provided (Use of the crematorium trolley/ bier is permitted).
- All Coffins will enter the Crematorium through the main Chapel doors and be respectfully placed on the Catafalque.
- If requested, one piece of music can be chosen to be played for arrival.

The crematorium have the right to refuse any coffin if the standard of care and dignity set out above are not met.

A Direct Cremation does not allow Family or Friends to attend the Crematorium. The crematorium reserves the right to charge the appropriate fee if family members do arrive for the Service.

## Early Start Services

The 09:00 and 09:45 are at 45 minute intervals and provide 35 minutes maximum service time and 10 minutes to fully vacate the chapel ready for the next service to begin. No additional time may be booked for the early start services.

## Any other cremation service

Lea Fields Crematorium offer a 45 minute service hourly at 10:30: 11:30: 12:30: 13:30: 14:30 and 15:30. Punctuality is required by all persons attending a service so as to prevent the interference of one funeral with another. It is essential that bookings arrive at the time booked and finish at a quarter to the hour for the smooth operation of the service. Please note when booking in your service an extension can be purchased in advance, subject to availability.

## Important Information

**Responsibility** - The Funeral Director is required to complete and sign an annual compliance agreement form and adhere to its content.

**Strict punctuality** - Strict punctuality is required by all persons attending a service so as to prevent the interference of one funeral with another. It is essential that bookings arrive on time and finish on time for the smooth operation of the service. Over running services, may be charged according to the current scale of fees and charges. Please note when booking in your service an extension can be purchased subject to availability. The time appointed for a service will relate to when the funeral cortege is to arrive at the Crematorium.

**Clothing and coffin content** - In order to minimise the release of pollutants to air, only clothing made from natural fibres should be used and any prostheses, where possible, should be removed. Glass, ceramics, or any other items should not be placed in the coffin. Shoes or any material manufactured from PVC should not be placed in the coffin. Body adornments made from copper should be removed as should any casts of plaster of other material.

Letters, flowers and unframed photographs may be placed in the coffin with the deceased. No other items may be placed in or on the coffin for cremation

**Environmental** - For environmental reasons, cremations may be held over until the following day in accordance with the Code of Cremation Practice (3B) the cremation will take place within 72 hours of receipt at the crematorium. If it is imperative that a cremation is carried out the same day as the funeral, then a written request to this effect must be made to the crematorium 48 hours prior to the service taking place. West Lindsey District Council is a member of the Institute of Cemetery and Crematorium Management (ICCM) and operates within the guiding principles for burial and cremation (ICCM 2009) and guidance published by the Ministry of Justice (MOJ, 2012) as such all cremations will be commenced no later than 72 hours after the service of committal.

**Cremation on the day of the service can only be guaranteed (barring any irregular or emergency occurrence) if the service is booked up to and including the 12:30 service time.**

**Witness charged coffins** - We are happy to accommodate witness charged funerals at Lea Fields Crematorium. We allow a supervised group into the crematory to witness the committal from behind a barrier. The Crematorium must be informed that you wish to witness the committal when the cremation is booked, so that staff can be informed who will then make the necessary preparations on the day. To ensure the health and safety of all concerned please note:

- Witnesses will be invited into the crematory area once all the preparations have been made.
- A maximum number of witnesses allowed in the crematory is at the Crematorium Managers discretion, with a maximum of 3 witnesses per member of staff available + Funeral Director.
- Witnesses must stay behind the barrier at all times.
- It is not possible for witnesses to help with the charging of the coffin.

Witnesses must follow the instructions and directions of crematory staff at all times or proceedings will cease. Please inform the crematorium staff at your earliest convenience the number of witnesses expected to ensure we can accommodate your request.

If a coffin is not to be used for a cremation, the body must be enclosed in a shroud or winding sheet (the body is to be totally wrapped in this). Underneath will need a wooden charging board, with a fixed footplate to provide rigidity for handling and charging purposes. An 'outer shell' will be needed if the wrapped body may be visible to members of the public.

### **Coffin Construction**

Certain materials will be avoided in the construction of coffins, both as an aid to reducing emissions and the cost of emission control. In particular this refers to the avoidance of the use of Chlorinated plastics (P.V.C.) and melamine. This includes the lining of the coffin and any clothing being worn by the deceased which should only be made of "natural" materials.

- Due regard should be taken of the type of chipboard (with respect to the adhesive used) from which the coffin is made, and the application of heavy dressings of varnish or lacquer should not be used.
- If the body is enclosed in a body bag, the bag not be made of P.V.C.
- The use of zinc or lead linings to coffins for cremation is not permitted.
- Packaging for stillbirth, neonatal and foetal remains should not include any chlorinated plastics.

**Recycling metals** - All metal residues removed after the cremation process shall be suitably stored and transferred to a central organisation for recycling. Any applicant who does not wish for the metal residues to be taken for recycling must inform their Funeral Director or the Crematorium Office prior to the cremation process. All metals and other residue recovered from cremations shall be recycled or returned to the applicant after cremation. Metal residues include nails and screws used in the construction of the coffin and metal implants. Any profits from the recycling of these metals are donated to national bereavement related charities as per the Institute of Cemetery and Crematorium Management recycling scheme. It is possible to have metal remains returned if requested prior to cremation.

The Council will accept no responsibility whatsoever for verbal arrangements where such arrangements have not been confirmed in writing on the prescribed form(s).

The Council will not accept responsibility for consequences arising from the loss or delay of any forms, order or any other document sent by post, nor for the accuracy of the details contained in the prescribed forms.

In the case of disposal of cremated remains, a certificate of Cremation, issued by the Council as the Cremation Authority, will be required.

It is unlawful to bury or scatter cremated remains within the crematorium grounds without first gaining permission from the Local Authority, Lea Fields Crematorium office, who own the land as by Law and regulation, records **MUST** be completed by the Authority in control of the land regarding the final resting place of the cremated remains and may be subject to a fee payable.

Pet remains are not permitted to be disposed of in Lea Fields crematorium or grounds.

## **MEMORIALISATION**

The crematorium grounds are communal areas enjoyed by many visitors therefore personalisation of even small areas is not allowed.

The placing in the Crematorium grounds of personalised memorabilia including artificial wreathes or flowers, glass shades, items of pottery, candles, glass jars, tins, plastic or wire mesh fences or any other items of wood, metal, plastic or any other material (this list is not exhaustive) is not permitted and any item so placed in contravention of these regulations will be removed and disposed of by the Council without notice.

Unwrapped floral tributes laid on the grass are permitted; any tied to trees or benches will be taken down, and placed on the grass. Wrapped flowers will be relocated to the vases provided at the Book room.

A range of memorial options are available to be purchased, in accordance with the Regulations and the Scale of Fees and Charges applicable to such purchase at that time.

At the expiration of a lease of a memorial, the purchaser, and his/her heir or successors, may have the option to renew, subject to such restrictions and regulations as may be in force at that time. Application for renewal of the memorial should be made before the expiry of the previous lease. West Lindsey District Council reserve the right to refuse re-purchase.

All leases for memorials will be made for a period of 5 years, with the exception of sanctum vaults which are leased for a period of 10 years

A leased memorial confers no other right, (e.g. right to erect further memorialisation; ownership of land), other than that of the leased memorial itself.

The Council reserves the right to remove, without notice, from any area, flowers, plants or wreaths that in its opinion have become unsightly and to dispose of the same in such a manner as deemed fit.

The Authority does not accept any responsibility for any items left in the grounds, items are left entirely at your own risk.

Please contact the Crematorium office for details of the Book of Remembrance and memorials options available

Unauthorised memorials and other items will be removed by the Council, without notice.

## **FEES AND CHARGES**

The fees and charges prescribed for the use of the crematorium shall be those specified in the scale of fees and charges, as amended from time to time and published on the West Lindsey District Council website.

All fees and charges are payable in advance to the Council, except in the case of Funeral Directors who deal continuously with the Council, when payments may be permitted to be rendered weekly (this must be discussed, in advance, with the Bereavement Services Manager or appointed person). Late payments will result in withdrawal of services.



## **CREMATED REMAINS**

Each individual set of cremated remains will be placed in a biodegradable container to await the wishes of the applicant regarding its final disposal.

Where specifically requested, cremated remains can be held at the Crematorium for a period not exceeding three months. A charge will be made after the initial first month.

In respect of any set of cremated remains left at the crematorium and not removed by the end of a three month period, two weeks' notice will be given to the applicant for cremation, after which the cremated remains will be returned to the care of your Funeral Directors.

All scatterings of cremated remains are to be organised through the crematorium office.

## **FLOWERS AND FLORAL TRIBUTES**

Following a funeral service, floral tributes should be placed in front of the appropriate named stand in the display area outside the Chapel. Any tributes left elsewhere will be removed.

Floral tributes from funeral services, if not collected by the Funeral Director or family, will be removed and disposed of seven days after the funeral service by the crematorium staff.



**Prosperous Communities  
Committee**

**Tuesday, 22 October 2019**

**Subject: Public Realm Recommendations**

Report by:	Executive Director for Economic and Commercial Growth
Contact Officer:	Grant White Enterprising Communities Manager  grant.white@west-lindsey.gov.uk
Purpose / Summary:	To update on progress of completed actions and work in-progress following the approval of Public Realm Recommendations by Prosperous Communities Committee on 29th January 2019.

**RECOMMENDATION(S):**

1. Members acknowledge the actions completed and currently in-progress for Public Realm Recommendations 1, 2 and 4.
2. Members approve the planned actions for Public Realm Recommendation 3
3. Members approve the proposed changes to the Community Grants Programme for Public Realm Recommendation 5.

## IMPLICATIONS

### **Legal:**

There are no legal implications on the Council linked to this report. Legal advice will be obtained in order to complete Public Realm Recommendation 3.

**(N.B.) Where there are legal implications the report MUST be seen by the MO**

### **Financial : FIN/109/20/SL**

Any costs arising as a result of the actions referenced within the report will be contained within existing service budget provision, specifically;

- Legal services costs (if there are any) for grass verge review work will be met within service budgets.
- Changes to delivery of community grants programme will not impact on the agreed budget so no further funds are required or being requested.
- Litter picking support scheme has been launched using existing service resources so no further requirements or pressures.

**(N.B.) All committee reports MUST have a Fin Ref**

### **Staffing :**

There are no staffing implications. Delivery of activity identified in this report will be using existing staff resources.

**(N.B.) Where there are staffing implications the report MUST have a HR Ref**

### **Equality and Diversity including Human Rights :**

There are no equality and diversity implications for this report.

### **Data Protection Implications :**

There are no data protection implications for this report.

### **Climate Related Risks and Opportunities :**

There are no significant climate related risks or opportunities for this report. Public Realm Recommendation 2 has now resulted in an enhanced litter picking support offer for local communities which may play a role in protecting local environments.

### **Section 17 Crime and Disorder Considerations :**

There are no considerations for this report.

**Health Implications:**

There are no significant health implications for this report. Public Realm Recommendation 2 has now resulted in an enhanced litter picking support offer for local communities which may play a role in supporting more volunteering. Volunteering can play an important role in supporting an individual's physical and mental wellbeing through engaged activity and wider social interactions.

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

C&I Committee – 9<sup>th</sup> January 2018:  
“Public Realm – C&I ToR Update Report”

C&I Committee – 26<sup>th</sup> June 2018:  
“Public Realm Interim Report”

C&I Committee – 8<sup>th</sup> January 2019:  
“Public Realm Report”

PC Committee – 29<sup>th</sup> January 2019:  
“Public Realm Report”

**Risk Assessment :**

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**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 Introduction

1.1 During 2018 the Challenge & Improvement Committee established a member Task and Finish Group to scrutinise the effectiveness of services offered in maintaining rural public realm.

1.2 A delivery plan was approved and a survey conducted with parish and town councils. The results of the survey were analysed by the Task and Finish group along with additional information obtained. A final report was approved by the Challenge & Improvement Committee on 8<sup>th</sup> January 2019 which contained a number of recommendations on areas of responsibility held by West Lindsey District Council. These recommendations were then submitted to Prosperous Communities Committee for consideration and approval.

1.3 The Public Realm Recommendations were subsequently approved by Prosperous Communities Committee on 29<sup>th</sup> January 2019.

1.4 The Public Realm Recommendations approved are:

- **Public Realm Recommendation 1:**

Undertake to review existing communication and reporting channels between WLDC and parish/town councils

- **Public Realm Recommendation 2:**

Establish a scheme or clear suite of tools/support that WLDC can provide to parish/town councils to support local action on dog fouling, fly-tipping and littering

- **Public Realm Recommendation 3:**

Undertake a review of legal responsibilities for grass verges and explore options for transfer of ownership/responsibility with LCC

- **Public Realm Recommendation 4:**

Review current ability to provide community support and advice to parish/town councils on local issues and community projects

- **Public Realm Recommendation 5:**

Consider the need to re-allocate funds within the Community Grants Programme to respond to and support local issues around public realm

1.5 This report presents Members with an update on actions completed so far and future planned work in order to complete all the approved public realm recommendations.

1.6 For public realm recommendation 5 this report contains proposed changes for the Community Grants Programme.

## **2. Public Realm Recommendations**

The following lists the public realm recommendations along with initial reasoning identified in previous Challenge & Improvement Committee reports and then details of actions completed, work due to be completed or further recommendations for decision.

### **2.1 Public Realm Recommendation 1**

Undertake to review existing communication and reporting channels between WLDC and parish/town councils.

#### **Reason:**

It was highlighted in the survey results that the response from WLDC to reports made by parish/town councils does not always meet expectations. Coupled with on-going issues around awareness of how to report and who is responsible for what service, a review of how WLDC communicates and identification of any areas for improvements is now timely.

#### **Actions:**

1. A new parish newsletter is currently in development by the council's Communications Team. This is planned to begin during October 2019. This action was previously approved by Prosperous Communities Committee.
2. An updated West Lindsey Parish Charter is currently being developed. A separate report setting out proposals to consult with parish and town councils on a new charter will be presented to Prosperous Communities Committee before February 2020. A Parish Charter is used to agree standards of communication and partnership working between local authorities and parish and town councils. The consultation will enable further exploration of any current issues with communication between parish/town councils and the district council.

### **2.2 Public Realm Recommendation 2**

Establish a scheme or clear suite of tools/support that WLDC can provide to parish/town councils to support local action on dog fouling, fly-tipping and littering.

#### **Reason:**

Dog fouling, fly-tipping and littering are offences that cause issues in many rural communities. WLDC already provides support such as litter picking equipment, dog waste bins and signage. This provision is not actively promoted or clearly communicated to parish/town councils as being available. A clear scheme or suite of tools/support would help local communities to tackle these issues.

**Actions:**

1. A new litter picking support scheme has now been launched. The scheme allows individuals and groups to apply to receive litter picking and safety equipment. The ability to loan equipment has also been retained for one-off litter picking events. The scheme has been established using existing resources and making use of online request and reporting tools. In support of this new scheme an online litter collection form has been created allowing groups to request a collection online following any litter picking activity.
2. Trail cameras are in use by the Council's enforcement officers to help gather evidence of fly-tipping offences.
3. The Council has provided dog fouling signs as part of supporting the Public Spaces Protection Order (PSPO) for dog fouling in West Lindsey. New requests for dog fouling signage can be considered where there is a need in a local parish.

**2.3 Public Realm Recommendation 3**

Undertake a review of legal responsibilities for grass verges and explore options for transfer of ownership/responsibility with LCC

**Reason:**

Many parish/town councils already perform grass cutting and green space management. Some of these councils may want to take on additional grass cutting of grass verges in order to provide a consistent approach and service locally. A key barrier to this has been the lack of knowledge and understanding around legal ownership and responsibility for grass verges. A review of legal responsibilities and the options for transfer from LCC, WLDC and other agencies will help provide a clear understanding for local parish/town councils.

**Actions:**

1. Work to complete this recommendation is scheduled to begin in January 2020. This will include liaising with Lincolnshire County Council officers and requesting specific actions from legal services. A guide will be produced to provide advice to parish/town councils around grass verge responsibilities and any options open to them.

**2.4 Public Realm Recommendation 4**

Review current ability to provide community support and advice to parish/town councils on local issues and community projects.

**Reason:**

The survey results highlighted a number of specific local issues. The meetings of the Task & Finish Group also included discussion of specific issues in communities some of which occur in multiple places across the district. There is an expectation from parish/town councils that WLDC will help address local issues. It is important to review the current ability to provide support and advice on local issues and WLDC's responsibility and ability to help tackle or resolve them.

**Actions:**

1. A review of the Council's Communities Service structure was completed in March 2019. Following approval by Management Team the structure review included new posts within the Communities Service to meet current needs and to help deliver key elements of the council's Corporate Plan.

**The service structure is:**

- Communities Manager (Grant White)
- Senior Community Action Officer (Shayleen Towns)
- Senior Project Officer – Employment & Skills (Amanda Bouttell)
- Community Engagement Officer – Funding (Matthew Snee)
- Project Support Officer (Stephanie Beattie)
- Community Rail Partnership Officer (Rachel Martel)
- Community Broadband Officer (Carl Knight)

**The service covers the following work areas:****1. Services**

- 1.1 Armed Forces Community Covenant
- 1.2 Community Grants & Funding
- 1.3 Community Rights
- 1.4 Consultation and Engagement
- 1.5 Hemswell Managed Estate
- 1.6 Shop & Pub Watch Schemes
- 1.7 Voluntary Sector Development

**2. Strategic Programmes**

- 2.1 Community Rail Partnership
- 2.2 Hemswell Cliff Regeneration
- 2.3 Place Based Strategy (Social Regeneration)
- 2.4 RAF Scampton Community
- 2.5 Rural Public Realm
- 2.6 Transport Programme
- 2.7 Employment & Skills Partnership
- 2.8 Rural Broadband

**3. Community Assets**

- 3.1 CCTV and Monitoring
- 3.2 Community Defibrillators
- 3.3 WLDC Streetlights
- 3.4 WLDC Green Spaces
- 3.5 Village Hall Wi-Fi



## 2.5 **Public Realm Recommendation 5**

Consider the need to re-allocate funds within the Community Grants Programme to respond to and support local issues around public realm.

### **Reason:**

The survey results have highlighted potential areas where grant funding support could help to improve public realm. With WLDC's Community Grants Programme about to enter year 2 of 5 there may be benefits to reviewing its current remit and exploring opportunities to make changes that would enable local public realm needs to be supported.

### **Proposed Changes:**

To ensure the council's Community Grants Programme is able to respond to changing demands for funding, officers have reviewed current activity and explored challenges facing community projects seeking funding. Many medium to large sized community projects are finding it increasingly difficult to secure sources of external funding. This not only impacts on projects involving public realm but many other areas including health & wellbeing, sports/recreation and community facilities.

To increase the flexibility and effectiveness of the Community Grants Programme the following changes are proposed:

- a) **Change the standard match funding percentage to 50% of total project costs.**
  - Currently the match funding percentage we will fund is 30% of total project costs.
  - By adjusting the match funding criteria of the programme it will enable the council to continue supporting projects in the face of growing challenges of securing external match funding.
  - By not funding more than 50% it still positions the council as an enabling funder of community projects and aligns with our available finances for this programme.
  
- b) **Award more than £8,000 in exceptional circumstances up to a maximum of £20,000.**
  - This will enable the council to support larger scale projects where it can be demonstrated there will be significant community benefit and increased amounts of external match funding secured into the district.
  - The guidance we issued will be updated to advise applicants to contact the council if seeking more than £8,000 for initial discussions.
  - All decisions on awards will continue to be made by the Community Grants Panel which is a Member Working Group.

**c) Award short term 0% interest loans to support cash flow on community projects.**

- This will enable the council to support community projects where the initial cash flow can cause issues whilst waiting for external funding to be paid or recovering VAT.
- The same standard criteria and eligibility would be applied to any short term loans.
- Appropriate financial checks will always be completed to ensure financial compliance and safeguards.
- All decisions on awards will continue to be made by the Community Grants Panel which is a Member Working Group.

**d) Enable the creation of one-off or time limited focus funds**

- These would be for specific events or activities and use existing grant budgets.
- An example includes a focus fund to support community projects during national weeks of action around protecting the local environment.
- The same standard criteria and eligibility would be applied to any focus funds.
- All decisions on awards will continue to be made by the Community Grants Panel which is a Member Working Group.

2.6 As part of annual reporting on the Community Grants Programme, officers will include additional reporting to assess the impact of any changes approved.

**3. Recommendations**

3.1 Members acknowledge the actions completed and currently in-progress for Public Realm Recommendations 1, 2 and 4.

3.2 Members approve the planned actions for Public Realm Recommendation 3

3.3 Members approve the proposed changes to the Community Grants Programme for Public Realm Recommendation 5.

# Agenda Item 6e



**Prosperous Communities  
Committee**

**Tuesday, 22 October 2019**

**Subject: Viable Housing Solution: addressing Vulnerable Communities**

Report by:

Executive Director for Economic and Commercial  
Growth

Contact Officer:

Diane Krochmal  
Lead Officer Housing Strategy Coordination

diane.krochmal@west-lindsey.gov.uk

Purpose / Summary:

To update Members on work to date  
investigating the principle of establishing a Social  
Lettings Agency

**RECOMMENDATION(S): that Members**

- 1) support the progress made in developing a viable housing solution (initially for Gainsborough SWW) that responds to the housing need of our vulnerable communities in line with Corporate Plan objectives
- 2) Endorse the objectives (set out at 4.1) for the potential solution; and
- 3) Ask officers to bring a preferred option to committee no later than February 2020

## IMPLICATIONS

**Legal: None**

(N.B.) Where there are legal implications the report **MUST** be seen by the MO

**Financial :** FIN/81/20/TJB

There are none at this time

(N.B.) All committee reports **MUST** have a Fin Ref

**Staffing : None**

**Equality and Diversity including Human Rights :**

*NB: Please explain how you have considered the policy's impact on different groups (for example: young people, elderly, ethnic minorities, LGBT community, rural residents, disabled, others).*

**Data Protection Implications : None**

**Climate Related Risks and Opportunities: none**

**Section 17 Crime and Disorder Considerations:**

**Health Implications:** As a wider determinant of health access to safe, suitable housing which is affordable will have a positive impact on the health and wellbeing of residents

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

**Risk Assessment :**

**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 Introduction**

- 1.1 On 29<sup>th</sup> January 2019 Prosperous Communities considered a report prepared in response to a motion to Full Council in 2018, reporting back on the need and viability of setting up a West Lindsey Housing Company.
- 1.2 At that time the Council's Home Choices and Private Sector team had an intention to set up a Social Lettings Agency (SLA), which would further inform the Council's intelligence on housing need; and in part deliver the benefits members sought from a Local Authority Housing Company.
- 1.3 Critical to establishing a mechanism to deliver such benefits would be to determine and evidence both the need and the viability
- 1.4 It was resolved that: -
  - a) There was insufficient evidence of need and viability to warrant and necessitate setting up a West Lindsey Housing Company at the current time; and
  - b) Officers be authorised to investigate the principle of establishing a Social Lettings Agency in order to bring back a viable proposal to Committee
- 1.5 This report seeks to update Members on the progress that has been made in developing a viable housing solution that responds to the needs of one of the districts vulnerable communities.

## **2 Background**

- 2.1 Over the last 10 months officers have undertaken a systematic review of both housing need (specifically the role that the private rented market plays in effectively "masking" need) and the options available to WLDC to intervene in the housing market to create a viable housing solution, initially for Gainsborough. This review was aligned to the audit and review of the Place Based Strategy for Gainsborough approved by Prosperous Communities committee in 2017.
- 2.2 Fundamental to this has been obtaining a better understanding of need which has been reached through the following initiatives, processes and functions;
  - Ongoing work of the Private Rented Sector Officer
  - Analysis from Housing Benefit
  - Emerging evidence of need and social issues through the selective licensing project
  - A review of the business case for a Social Lettings Agency
  - Bringing together all aspects of housing and communities work under our Housing Board
  - Consideration of best practice through the review of the Place Based Strategy and work in relation to the Alchemy event and bid to Local Access (see 3.5 and 3.6 below).

- An understanding of why Gainsborough is an attractive option to other authorities as a tool to prevent or relieve homelessness

### **3 Scope**

- 3.1 The West Lindsey Corporate Plan recognises that some areas of the district are amongst the most deprived in the country with the impact of deprivation being multi-faceted affecting housing standards, community cohesion, anti-social behaviour and educational attainment all of which have a negative impact on the health and wellbeing of our residents. Addressing the causes and impact of deprivation has therefore been a major focus.
- 3.2 Vulnerable communities within West Lindsey are characterised by compounding environmental and socio economic risk factors that have a negative effect on the lives of those living in such communities. Issues within these communities also adversely impact the Council's ability to realise the potential of its growth ambitions i.e. the opportunity cost of enforcing ASB and the private rented market and the continued stigmatisation of down town Gainsborough.
- 3.3 A review of the Council's Supporting Vulnerable Communities Place Based Strategy 2017 and the Gainsborough South West Ward Place Based Strategy 2017 has been undertaken. This has given officers the opportunity to reflect on progress and to identify areas where more work is needed. The review of the strategies, initially adopted as a tool to direct, oversee, coordinate and monitor the necessary work programmes required to drive forward improvements, has provided evidence to endorse the objectives of a solution.
- 3.4 This is supported by the draft findings of a concurrent audit of the Place Based Strategies which found that operationally some very good work is being delivered but needs to be strengthened by a more strategic approach to ensure risks are identified and mitigated.
- 3.5 Officers explored best practice in the Alchemy event which brought together social enterprise leaders (both locally and nationally), and social investors with WLDC officers and County Council commissioners in public health, adult social care and other stakeholders such as the NHS to analyse the issues and identify solutions to address the multiple indices of deprivation across the town.
- 3.6 A number of challenge areas formed the basis for discussion - health and wellbeing, mental health, education, employment and skills and housing – all areas which collectively impact on the life chances of residents in the area. Many issues associated with these themes are deeply engrained and the complex and multi layered examples of vulnerability experienced by individuals and families can only be tackled if safe, secure, decent housing which is affordable is available to those in need.

- 3.7 Complex issues for residents in relation to housing include;
- Poor living environment (both housing and surroundings)
  - High tenancy turnover rates
  - Manifestations of poverty pockets of anti-social behaviour
  - Domestic abuse
  - Drug and alcohol dependency/addiction
  - Lack of community cohesion
- 3.8 Homeless approaches to the council demonstrate a high level of tenancy failure with loss of private rented accommodation one of the top causes of homelessness. Persons at risk of homelessness can be subject to a number of vulnerabilities which may put them at risk of falling into rent arrears and therefore unable to access appropriate housing.
- 3.9 Gainsborough is perceived as an area where there is a plentiful supply of affordable (cheap) private sector accommodation. As a result an already transient population, often due to tenancy failure, is being compounded by an influx of residents from other areas often with serious offending histories and ongoing criminal behaviour.
- 3.10 Whilst the Housing Register shows no overt housing need within Gainsborough the reliance on the private rented sector to house vulnerable people and those with failed tenancies by WLDC's Home Choices team and other authorities in Greater Lincolnshire and others as far afield as London boroughs, demonstrates a real need for low cost rented homes. However this is difficult to quantify. Housing activity within the private rented sector whether through enforcement, homelessness prevention, bringing empty properties back into use or assisting people into private rented housing all contribute to meeting need. Officers now have a greater understanding of this need and what is required to ensure that appropriate housing and housing related support is planned and made available for the most vulnerable to access.

## **4 Objectives**

- 4.1 Concurrent to obtaining an understanding of need was a clear understanding of the objectives of a viable housing solution achieved through either an in house solution or in partnership with a registered provider or charitable organisation. Objectives which the solution would seek to achieve and respond to evidenced need are as follows;
- a) a clear pathway to appropriate housing solutions offering choice, independence and support where needed
  - b) Prevent homelessness and overcome barriers to accessing private rented sector housing
  - c) To maximise the supply of good quality private rented dwellings managed by a social landlord ie as exemplified by HATS



- d) The retention of Housing Benefit and Universal Credit payments into the local social economy recycled into holistic tenant support
- e) Achieve maximum benefit from the properties currently owned by the council
- f) Achieve best value from the use of empty homes grant

All of the above would contribute to meeting the objectives of Our People and Our Place themes within the West Lindsey Corporate Plan

## **5 Driving Social and Economic Impact**

- 5.1 The benefits the authority would be seeking to achieve by intervening in the private rented market should be a catalyst for the social regeneration of the town and would include;
- a) Contribution to the wider regeneration of the town and the realisation of the councils growth ambitions
  - b) Environmental benefits as the work links to the Green Infrastructure Strategy for Gainsborough and the Gainsborough Transport Study
  - c) Social benefits as residents access support required and gain access to education skills and training resulting in more viable people
  - d) Economic benefit as the results of the above provide a well skilled and employable workforce.
  - e) Reduction in failed tenancies
  - f) Reduction in housing benefit payments and residents 'move on' from supported accommodation
  - g) Improved tenant behaviour
  - h) Reduction in anti-social behaviour
  - i) Assist in improving housing standards
  - j) Improve the quality of life, health and wellbeing of residents

## **6 Conclusion**

- 6.1 In conclusion to the work undertaken by officers to date in relation to a viable housing solution to address need it was found that the aims of a Social Lettings Agency were too narrow and would not provide the level of benefit required to the residents, the town and the Council.
- 6.2 The predominance of low cost terraced housing coupled with a high Local Housing Allowance payment available, makes Gainsborough a "hot spot" for buy to let landlords with no expertise in housing management for vulnerable people. As such Gainsborough increasingly attracts a transient population, many of whom have failed tenancies across Lincolnshire and complex needs. This is a significant cause of ASB and the requirement for enforcement activity to the Council.
- 6.3 This predominance of buy to let and absentee landlords with little connection or commitment to the town is a problem. A consequence of this is that housing benefit and universal credit payments are lost to the private landlord and not ploughed back into the local economy

- 6.4 No intervention will see a continuous cycle of absentee landlords, poor quality housing, a persistence of the deeply engrained social issues and the protraction of the transient nature of the population.

### **Next Steps**

- 6.5 Officers are appraising the opportunity to secure a social landlord to acquire a critical mass of properties in the South West Ward, (with or without the Council's direct financial support or ongoing involvement), that will be capable and obliged to support tenants to maintain their tenancy and enhance their wellbeing. The latter to be funded from surplus rent over cost. In addition this housing solution could hold/own the Council's 12 properties in this area and be recipient of Empty Homes Grant.

The acquisition of properties from the current 87 empty homes within the selective licensing area of the South West Ward will be prioritised for this solution aligned to the criteria within the West Lindsey housing Assistance Policy.

## **7 Recommendation**

That members;

- 1) support the progress made in developing a viable housing solution (initially for Gainsborough SWW) that responds to the housing need of our vulnerable communities in line with Corporate Plan objectives
- 2) Endorse the objectives for the potential solution
- 3) Ask officers to bring a preferred option to committee no later than February 2020

**Prosperous Communities Work Plan (as at October 14 2019)**

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**Purpose:**

The table below provides a summary of reports that are due on the Forward Plan for the remainder of the Civic Year.

**Recommendation:**

1. That members note the contents of this document.

Title	Lead Officer	Purpose of the report
<b>22 OCTOBER 2019</b>		
Proposed Fees and Charges 2020/21	Sue Leversedge, Business Support Team Leader	Propose Fees and Charges to take effect from 1 April 2020.
Lea Fields Crematorium Regulations	Deborah Balsdon, Crematorium Manager, Alan Robinson, Director of Governance/Monitoring Officer	This report is to approve regulations to assist in effective management of Lea Fields Crematorium
Progress and Delivery Report - Period 2 2019/20	Mark Sturgess, Executive Director of Operations	To present performance of the Council's key services against agreed performance measures and indicate where improvements should be made, having regard to the remedial action set out in the report.
Social Lettings Agency	Diane Krochmal, Housing Strategy & Supply Manager	To report findings having been previously authorised to investigate the principle of establishing a social lettings agency
Compulsory Purchase of Riverside Gateway	Elaine Poon, Local Development Order and Major Projects Officer	To seek approval to commence compulsory purchase of Riverside Gateway

Page 146

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**3 DECEMBER 2019**

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Employment & Skills Partnership	Amanda Bouttell, Senior Project and Growth Officer	Report to update on pilot year achievement and set out delivery plan for continuation.
West Lindsey Parish Charter	Grant White, Enterprising Communities Manager	To agree draft West Lindsey Parish Charter and begin consultation on the new version with parish/town councils and parish meetings.
Selective Licensing - annual review	Andy Gray, Housing and Enforcement Manager	To provide Committee with its annual review of the selective licensing scheme in Gainsborough South West Ward
Strategic Visitor Economy Strategy	Wendy Osgodby, Senior Growth Strategy & Projects Officer	Support for the Visitor Economy is embedded within West Lindsey District Council's Corporate Plan, under the theme 'A prosperous and enterprising district' as follows: Vision: 'Creating local wealth through the visitor economy' Objectives: - Increasing number of visitors / length of stay - Increasing expenditure by visitors - Developing leisure, culture and recreational offer - Increasing the quality and number of businesses / jobs in the sector Therefore, it is clear that support for developing our Visitor Economy sits at the centre of our strategy for the future of the district.
Update on Gainsborough Market	Ady Selby, Assistant Director Operations	Update on delivery of Gainsborough Market

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**28 JANUARY 2020**

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Vulnerable Communities Strategy (formally Place Based Strategy)	Grant White, Enterprising Communities Manager	Update on place based strategy including work in South
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West Ward and Hemswell Cliff.

Prosperous Communities Committee Budget 2020/21	Sue Leversedge, Business Support Team Leader	This report sets out the details of the Committee's draft revenue budget for the period of 2020/21 and estimates to 2024/25.
Gainsborough Bus Station Refurbishment	Matthew Snee, Community Engagement Officer	Proposal for refurbishment of Gainsborough Bus Station as part of Transport Programme.
Progress of health related work	Diane Krochmal, Housing Strategy & Supply Manager	To provide an annual update report on progress of health related work

**17 MARCH 2020**

Consultation & Engagement Strategy	Grant White, Enterprising Communities Manager	To introduce a new corporate Consultation
Progress and Delivery Report - Period 3 2019/20	Mark Sturgess, Executive Director of Operations	To present performance of the Council's key services against agreed performance measures and indicate where improvements should be made, having regard to the remedial action set out in the report.

**5 MAY 2020**

Progress and Delivery Report - Period 4 2019/20	Mark Sturgess, Executive Director of Operations	To present performance for the Council's key services against agreed performance measures and indicate where improvements should be made, having regard to the remedial action set out in the report.
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