

## FEES AND CHARGES REPORT

### CUSTOMER SERVICES

#### 1. Service description

- **Room Hire** – The provision of council meeting rooms for external use

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

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

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

The table below shows the actual income achieved for 2015-16 and 2016-17 along with an estimate for 2017-18 based on actuals to date of £1,668.

Income was on the increase in 2016-17, this was due in part down to regular bookings for HMRC on weekly hire from July to year end. If we can maintain these kind of regular bookings the income target of £6,000 should be achievable in future years.

Income achieved	2015-16	2016-17	2017-18
Room hire	1,576	5,541	3,558
Budget	0	6,000	6,000

#### 3. Pricing

The proposal is for current rates to be maintained. Service to be reviewed in full in future to establish price impact on demand. Currently the service is over recovering on full costs to provide service. Review to establish if by reducing the fees and charges volumes will pick up and actually increase income levels.

#### 4. Understanding Customers and Markets

Policy and Resources Committee				Central & Democratic Services				
		2017/18	Proposed Increase		2018/19	VAT Amount	2018/19 Charge Inc. VAT	VAT Rate
		£	% Type	or £	£	£	£	
<b>Main Room Hire:</b>								
Chamber (Up to 60 People)	Day Rate (0900 to 1700)	£250.00			£250.00	£50.00	£300.00	S
	1/2 Day	£150.00			£150.00	£30.00	£180.00	S
	Evening Rate (1800 to 2200)	£300.00			£300.00	£60.00	£360.00	S
Trent or Ancholme (Up to 20 People)	Day Rate (0900 to 1700)	£125.00			£125.00	£25.00	£150.00	S
	1/2 Day	£75.00			£75.00	£15.00	£90.00	S
	Evening Rate (1800 to 2200)	£200.00			£200.00	£40.00	£240.00	S
Chamber, Trent & Ancholme (Up to 100 People)	Day Rate (0900 to 1700)	£500.00			£500.00	£100.00	£600.00	S
	1/2 Day	£300.00			£300.00	£60.00	£360.00	S
	Evening Rate (1800 to 2200)	£500.00			£500.00	£100.00	£600.00	S
Additional Day Hours (or part hours)	Per Hour (Max 2 hours)	£30.00			£30.00	£6.00	£36.00	S
<b>Other Room Hire:</b>								
Meeting Room (Up to 10 People)	Day Rate (0900 to 1700)	£100.00			£100.00	£20.00	£120.00	S
	1/2 Day	£60.00			£60.00	£12.00	£72.00	S
Meeting Room (Up to 5 People)	Day Rate (0900 to 1700)	£80.00			£80.00	£16.00	£96.00	S
	1/2 Day	£50.00			£50.00	£10.00	£60.00	S
Meeting Room (Up to 3 People)	Day Rate (0900 to 1700)	£60.00			£60.00	£12.00	£72.00	S
	1/2 Day	£35.00			£35.00	£7.00	£42.00	S
Additional Day Hours (or part hours)	Per Hour (Max 2 hours)	£20.00			£20.00	£4.00	£24.00	S

Refreshments packages are available on request and quotes are based on individual needs.

\* 1/2 days are 4 hours commencing by 9am for morning sessions and by 1pm for afternoon sessions.

\* Discounts are available for consecutive days or block bookings

\* Terms and conditions apply including cancellation charges. Please contact Customer Relations for details.