

Recommended Item from Scrutiny Committee held on 13th October 2009

392. POLICY AND PERFORMANCE MANAGEMENT GROUPS

(1) PROGRESS ON REVIEWS

(b) PPMG2 - Fees and Charges Budget Review

The Chair of PPMG2 gave an overview of the review carried out into the Fees and Charges Budget.

It was noted that the review had been a very interesting exercise and a question was asked regarding how the decisions of the Executive would be fed back to the PPMG.

The Director of Resources noted that feedback would be delivered through the meetings set up as part of the budget process.

Moved by Councillor J.A. Clifton and seconded by Councillor J. Morley

RECOMMENDED that (1) as a matter of urgency, relevant professionals re-examine the findings in this report to confirm or reject areas for potential savings/increased income,

(2) the Council review its policies with specific focus on how they impact on the Council's budget/financial health,

(3) the recommendations be forwarded to the Executive for approval.

(Scrutiny and Policy Officer/Head of Democratic Services)

Council/ Committee:	Scrutiny	Agenda Item No.:	9(1)(b)
Date:	13 October 2009	Category	
Subject:	Fees and Charges Budget Review	Status	Open
Report by:	PPMG2		
Other Officers involved:	Scrutiny and Policy Officer		
Director	Chief Executive Officer		
Relevant Portfolio Holder	Cabinet members for Efficiency, Environment, Regeneration, Social Inclusion and Housing Management		

RELEVANT CORPORATE AIMS

STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation. It is expected that the outcome of the review will contribute to the priority to continue to monitor, review and improve the economy, efficiency and effectiveness of all Council services.

TARGETS

There are no specific targets in the Corporate Plan for the review however the aim is to minimise the Council's financial shortfall.

VALUE FOR MONEY

The review identifies potential areas for the Council to increase its income.

THE REPORT

The report for the review is attached.

ISSUES FOR CONSIDERATION

Whether to endorse the review.

IMPLICATIONS

Financial : If the recommendations are delivered this provides a potential for increasing the Council income by £1,653,464

Legal : None

Human Resources : None

RECOMMENDATION

- 1. That as a matter of urgency, relevant professionals re-examine the findings in this report to confirm or reject areas for potential savings/increased income**
- 2. That the Council reviews its policies with specific focus on how they impact on Council's budget/financial health**
- 3. That the recommendations be forwarded to the Executive for approval**

ATTACHMENT: Y
FILE REFERENCE: Fees and charges report for Scrutiny – Final
230909.doc
SOURCE DOCUMENT:

Scrutiny review of fees and charges
applied by Bolsover District Council

By PPMG2

Cllr Brindley
Cllr Brooks
Cllr Clifton
Cllr Cook
Cllr Heffer
Cllr Wallis
Cllr Walker

September 2009

This is the first review I have undertaken as the new chair of PPMG2, and may I say that it has been quite a steep learning curve! When we were tasked with the job of reviewing Bolsover District Council's fees and charges, my immediate thoughts were what an enormous and difficult task it would be... and it was. I can, however, say that once some initial research and thought had been put into it, and with the help and support of many officers and councillors, PPMG2 produced this report.

The findings will hopefully provide some interesting reading, and the recommendations some food for thought and serious consideration. Interestingly, in addition to specific recommendations about individual fees and charges, what have emerged are some over-arching corporate issues that significantly impact on the effectiveness of the Council's overall management of its fees and charges.

I should like to thank the members of PPMG2 for all their hard work on this review, as well as officers and fellow councillors who have given us assistance. I particularly wish to express my thanks to Bernadette O'Donnell for all the help and support she has given to us throughout this review. This is especially relevant as she has not only supported PPMG2, but also the other three scrutiny groups, to bring their reports to completion simultaneously.

Sue Wallis
Chair of PPMG3

1. Recommendations

That as a matter of urgency, relevant professionals re-examine the findings in this report to confirm or reject areas for potential savings/increased income

That the Council reviews its policies with specific focus on how they impact on Council's budget/financial health

The recommendations be forwarded to the Executive for approval

The group has identified the following detailed recommendations. These are at the following levels:

- for the whole Council (below)
- individual departments (below)
- specific fees or charge (detailed on the individual capture sheets)

The Council

1. Develop a charging policy which:
 - ⇒ Reflects the Council's priorities
 - ⇒ Sets out the principles of the charging culture
 - ⇒ Can be changed when priorities change
 - ⇒ Guides the way on how the fees and charges are set
 - ⇒ Enables consistent application across the authority
 - ⇒ Documents the process for setting and reviewing fees and charges
2. Develop a fees and charges directory which feeds in to the review process and provide the rationale for each charge
3. Consider reviewing fees and charges on a more regular basis in line with external and internal factors
4. Identify the real unit costs for the services (only minimal available) and when VAT should be applied
5. Increase the capacity of the organisation for budget management by:
 - Providing increased support that is targeted and appropriate
 - Ensuring that managers have the time and skills to manage the finances effectively
 - Fostering an understanding of the corporate financial position to promote more efficient budgeting across the organisation at all levels
 - Regular monitoring of the budget (avoiding year end spending)
 - Ensuring there is effective long term planning
6. Communicate to residents in annual tax bill how income from fees and charges subsidises their payments
7. Consider how the residents are consulted on potential changing in fees and charges

Housing

8. Develop a system to ensure more robust financial intelligence
 9. Establish/clarify accurate unit costs for services as appropriate
 10. Review Council decisions/policies where relevant
 11. A cross-discipline team re -visit the areas highlighted in this report for potential savings/increased income
- (Specific fees or charge recommendations see Appendix D)

Street Services

12. Support from finance should be proportional to the size of the budgets and monthly review need to be held for the department
13. There needs to be continuity for the larger budget areas to ensure that long term decisions are not lost.
14. Street services budget needs to be calendarised to reflect the seasonal nature of the service rather than dividing the budget by 12
15. Investigate the potential to reduce costs including:
 - the fuel costs across the service e.g. buying in bulk when it is cheaper, changing to agricultural fuel ?
 - Fuel efficiency driving courses
 - Fitting tracking devices to the vehicles

(Specific fees or charge recommendations see Appendix E)

Leisure

16. The unit costs needs to be understood across the service
17. Investigate the opportunity to sell sportswear to provide the profit as income?

(Specific fees or charge recommendations see Appendix F)

Regeneration

The group had concerns that there appeared to be no accurate costings for the admin and management time to ensure that the true costs were being recovered especially in the issue of licences. The majority of the income in this area is affected by the market conditions and therefore has to be responsive to the economic climate.

(Specific fees or charge recommendations see Appendix G)

Land Charges

The group had no concerns when they investigated land charges and felt that good practice was in place. However, they felt that they needed flexibility to change in response to the market which is included in the high level recommendations.

Outstanding areas

Due to the large workload within the limited timescales the group were unable to complete all the activities that they had intended.

Therefore the following areas still need to be investigated:

18. The status of charging for Discretionary services is scrutinised
19. The departments (Revenues, Environmental Health, CSPD, Licensing and Planning) that have not been covered are investigated

2. Introduction

Background

The Council has a financial shortfall of £1.1m for 2009/10. This is expected to be a similar situation for the following years.

The Executive asked scrutiny to review the budgets to compliment the work within the organisation to identify opportunities to reduce the shortfall.

The review will ensure that fees and charges are applied to support all the elements of the Council's vision and aims detailed in the Corporate Plan 2007-2011

The review will support the good practice of reviewing the organisation for continuous improvement.

Scope

The group will provide recommendations to assist in balancing the Council's budget through a detailed review of the fees and charges system by the end of September 2009. This will result in a targeted saving of 5%.

The review will consider the following:

- ⇒ Existing fees and charges
- ⇒ Services where charges are not currently applied
- ⇒ Additional services not currently provided that could provide income (this may be post Sept)

The community will be considered throughout the review and will be consulted at relevant points if the timescales allow.

The review may interview customers or use existing customer feedback from those who are subjected to the fees.

Preparation

Before the review started background information was sourced and reviewed which provided the group with ideas on how to approach the review and minimised the prepared time. The sources included:

- Advice from the Director of Resources
- The Audit Commission report 'Positively Charged' January 2008
- Scrutiny review of fees and charges by Basildon Council – February 2009
- General Power for Best Value Authorities to Charge for Discretionary Services – Guidance on the Power in the Local Government Act 2003
- Fees and Charges reports presented to Scrutiny Committee on 28 January and 4 February 2009

Rationale

Before the review got underway the group agreed the approach that they would take to ensure that the review remained focused and delivered the outcomes within the short timescales. The group agreed that they would focus on the four areas with the largest income from fees and charges (Regeneration, Street Services, Housing and Leisure). They also agreed to have a consistent process to the evidence so that as the group broke into smaller groups to gather the evidence it would be collected in a similar format.

3. Methodology

The following approach was adopted:

- The group split into small groups to ensure evidence could be gathered to achieve the agreed timescales
- The departments with the highest budget income from fees and charges were selected
- The Heads of Service, appropriate Executive member and the leader were informed of the approach
- A table of the fees and charges was created from the income stream entries in the budget book and Heads of Service were asked to supply explanations where necessary details of the unit costs to supply the service
- The small groups met with the Heads of Service, officers and finance experts to gather the detailed evidence. The relevant portfolio holders were notified of the review and the findings for their area.
- The whole group then discussed the findings to identify the overarching and individual issues and recommendations
- The timescales did not allow the group to consult the community however this will need to be addressed in the future

The group appreciated the input from John Brooks, Pauline Redfern, Adie Lowery, Peter Campbell, Lee Hickin, Wayne Carter, Roger Owen and Ian Geeves..

4. Findings

The group identified that there were some issues that were common throughout the organisation. Therefore the high level recommendations are intended to address these issues and reduce any risk to the organisation.

The review highlighted the mix of financial awareness across the organisation. The group experienced difficulties in obtaining the information. The details on fees and charges were not readily available within the organisation. This increased the workload on the group to acquire the information therefore preventing them from reviewing all the areas and the discretionary services.

The group carried out research to identify good practice within other authorities and the Audit Commission. This highlighted that within the authority there is no charging policy or guidelines that detail the process of

setting and reviewing charges. Therefore there is no clear link to Corporate Objectives or how individual charges are applied.

The group specifically wanted to understand if the cost of providing the services were being covered by the fees or charges being levied. On investigation, although a few areas did understand and provide the unit cost, this proved to be the minority.

Finally, the potential for increased income/savings appears to be of the order of £1,653,464 which is 4.5% against the group's target of 5%. It is acknowledged that some work is currently underway to address areas under investigation. It is also recognised that there may be other barriers that may need to be examined - e.g. Council decisions, policies. However, it does appear that there IS scope to significantly improve the Council's financial health by taking a more detailed look at the areas highlighted in this snapshot review.

Details of specific areas for savings/ increased income are in Appendices D, E, F and G.

5. Appendices -

- Ø Scope – Appendix A**
- Ø Flowchart - Appendix B**
- Ø Capture sheet templates – Appendix C**
- Ø Completed capture sheets by department:**
 - **Housing - Appendix D**
 - **Street Services - Appendix E**
 - **Leisure - Appendix F**
 - **Regeneration - Appendix G**

Ø Bibliography/ reference/reading /research etc

- The Council's pricing policy
- Details of the fees and charges applied by each service including the annual income generated and the unit cost if that is available
- Details of the discretionary services that have been reviewed or going to be reviewed by the Executive and the outcome
- Fees and charges annual report presented to Scrutiny on 28 January 2009
- Details of ideas generated by the staff for fees and charges
- Charges made by other authorities
- Legal position of what services the Council can apply a charge
- The Audit Commission's review of fees and charges
- Reviews completed by other Councils



SCRUTINY REVIEW SCOPE

Review Topic: Fees and charges review

Policy and Performance Management Group : 2

Review Members:

Cllr Brindley
 Cllr Brooks
 Cllr Clifton
 Cllr Cook
 Cllr Heffer
 Cllr Wallis (chair)
 Cllr Walker

Relevant Portfolio Holder:

Cllr Syrett
 Cllr Hodkin
 Cllr Kelly
 Cllr McGregor
 Cllr Tomlinson
 Cllr Bowman

Corporate Aim:

The review supports the Strategic Organisational Development vision to continually improve our organisation. It will demonstrate the target:

To continue to monitor, review and improve the economy, efficiency and effectiveness of all Council services.

Aim of Review:

The review will ensure that fees and charges are applied to support all the elements of the Council's vision and aims detailed in the Corporate Plan 2007-2011

The group will provide recommendations to assist in balancing the Council's budget through a detailed review of the fees and charges system by the end of September 2009. This will result in a targeted saving of 5%.

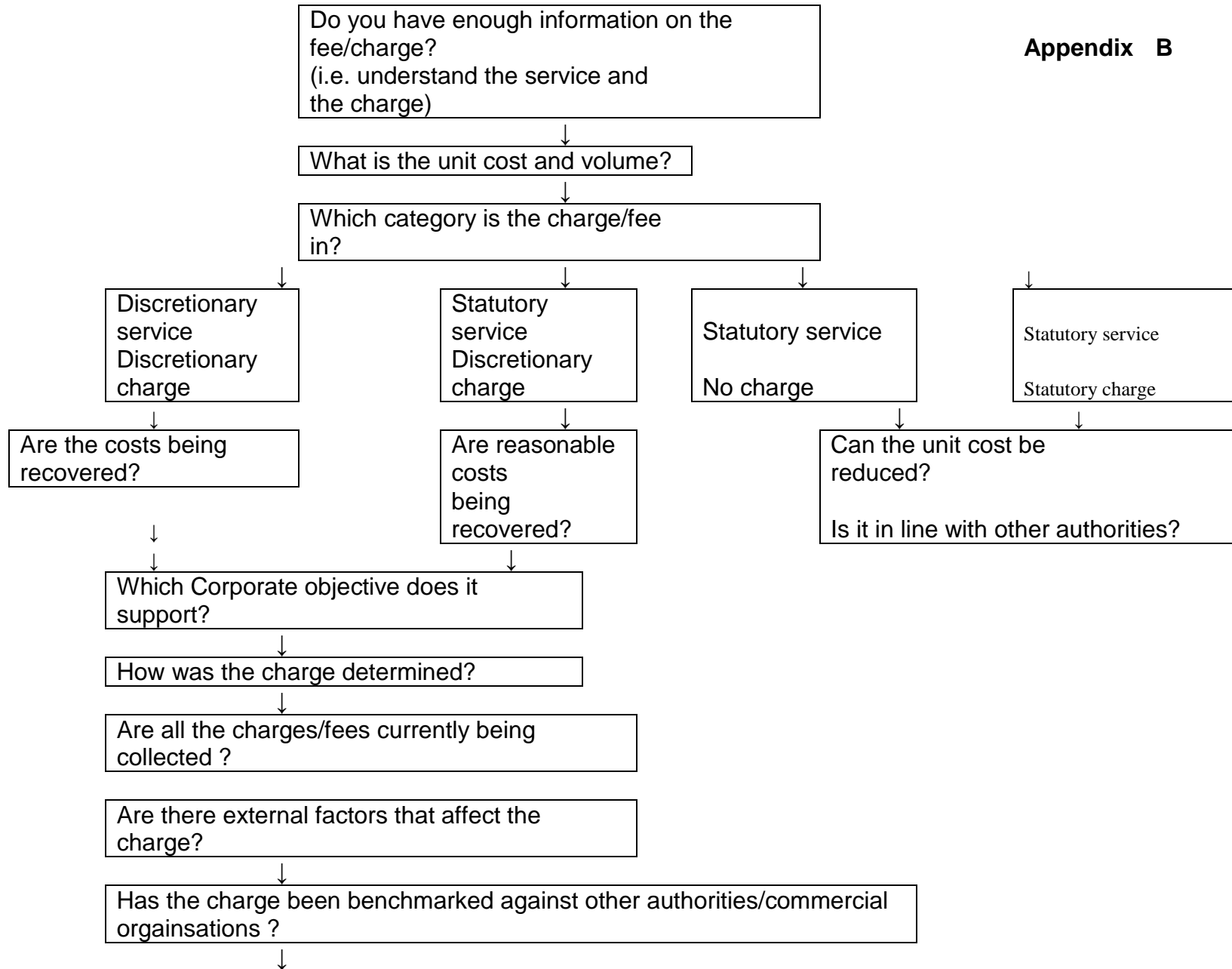
Terms of Reference and Scope

The review will consider the following:
 ⇒ Existing fees and charges

<p>⇒ Services where charges are not currently applied</p> <p>⇒ Additional services not currently provided that could provide income (this may be post Sept)</p>
<p>Meeting Dates:</p> <p>23 June</p> <p>20 July</p> <p>28 July</p> <p>23 September plus extra meetings if required</p>
<p>Provisional Timescales:</p> <p>June – agree the scope and the methodology for the review</p> <p>July /August - investigation</p> <p>September – agree recommendations and develop the report</p> <p>13 October - present to Scrutiny (deadline 29 September)</p>
<p>Key Issues and Reasons for Review:</p> <p>The Council has a financial shortfall of £1.1m for 2009/10. This is expected to be a similar situation for the following years.</p> <p>The review will support the good practice of reviewing the organisation for continuous improvement.</p>
<p>Information Requirements and Sources:</p> <ul style="list-style-type: none"> ○ The Council's pricing policy ○ Details of the fees and charges applied by each service including the annual income generated and the unit cost if that is available ○ Details of the discretionary services that have been reviewed or going to be reviewed by the Executive and the outcome ○ Fees and charges annual report presented to Scrutiny on 28 January 2009 ○ Details of ideas generated by the staff for fees and charges ○ Charges made by other authorities ○ Legal position of what services the Council can apply a charge ○ The Audit Commission's review of fees and charges ○ Reviews completed by other Councils
<p>Community involvement :</p> <p>The community will be considered throughout the review and will be consulted at relevant points if the timescales allow.</p> <p>The review may interview customers or use existing customer feedback from those who are subjected to the fees .</p>

Date : 23 June 2009

Appendix B



Are there any foreseen changes to the charge ?



Are there any issues/barriers to increasing the charge?



Potential recommendations for the charge:

- 1.No change to be made
- 2.Inflationary increases applied
3. Incremental changes applied
- 4.Incremental and inflationary changes applied
5. Reduction of the unit cost

Appendix C

Department	
Service	
Current charge	
Unit cost	
Volume	
Which category?	
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
Recommendation for the charge:	

Appendix D

Department	Housing
Service	Repairs and maintenance G049 - Misc

	income Work we carry out on behalf of others and recharge.
Current charge	Unknown
Unit cost	Unknown
Volume	Unknown
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Unknown
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	Unknown
Are all the current charges being collected?	Unknown
Is it affected by external factors?	Yes – volumes and cost of materials
What are other authorities/commercial organisations (if applicable) charging?	Unknown
Are there any foreseen changes?	Internal revisions
Are there any issues/barriers to increasing the charge?	Charges need to remain competitive
<p>Any further questions/information required: On checking with the accountants it seems this budget will be reviewed in detail as aspects of the charges to it are historical & may not be representative of the current situation. Some of the costs are for the General Improvement Areas that John Sherwood manages, this is the recharge that is made to capital of £129k Other aspects relate to the maintenance costs of 6 properties that are not part of the HRA. Other costs like stores are an historic budget allocation that does not match the actual recharges & will be updated this year. I hope this clarifies some aspect & I would suggest it may be best to await the revisions rather than reviewing it. John Brooks 08/07/09</p> <ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August - details unknown at the date of the report 	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ Unit cost needs to be defined – this may be achieved by grouping job types and having a minimum charge? ○ Charges to be set to cover the unit cost ○ Actions to be addressed once the revisions have been made 	
Department	Housing
Service	Town centre housing G048 – Rents Income from non-HRA properties
Current charge	Rents set annually by council following

	govt guidance or longer term lease
Unit cost	Unknown – but budget excludes admin/rent collection costs
Volume	Unknown
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Unknown
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	Is it the same as HRA properties?
Are all the current charges being collected ?	Unknown
Is it affected by external factors?	Market rate for rents
What are other authorities/ commercial organisations (if applicable) charging?	Unknown
Are there any foreseen changes?	The properties could be sold
Are there any issues/barriers to increasing the charge?	May lose tenants if the rent was set above the market rate .
Any further questions/information required:	
<ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August – information received but insufficient time to clarify if these are treated the same as HRA properties ○ Need to understand if these properties are linked to the HRA and is the rent for these governed by the rules for them? 	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Unit cost needs to be understood ○ Charges to be reviewed in line with unit cost, market rate and other authorities' charges ○ Investigate if the charges for these rents need to be government controlled as they are discretionary services 	
Department	Housing
Service	Repairs and maintenance H001 - Fees and charges Work carried out and recharge is made to the tenant
Current charge	Depends on the work required but

	based on costs
Unit cost	Unknown
Volume	Unknown
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Unknown
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	a. Cost of the repair from the schedule (SOR) + call out fee (if out of hours or emergency) + VAT + 20% admin fee (to max of £500) – from the policy b. Cost + 15% - Head of Service
Are all the current charges being collected ?	n/a as policy recently agreed
Is it affected by external factors?	Labour and materials costs Charge applied only when damage is caused
What are other authorities/ commercial organisations (if applicable) charging?	Unknown
Are there any foreseen changes?	No – new policy agreed June 2009
Are there any issues/barriers to increasing the charge?	Tenants may refuse to have work completed if the price is not competitive
Any further questions/information required:	
Income expected to increase now the policy has been agreed and implemented	
<ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August – information received ○ Clarity required on the how the charge is determined (a or b) 	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Review the policy, charges applied against the unit cost once the policy has been deployed for 12 months (July 10) ○ Identify admin costs to ensure that 20% (or 15%) covers the costs ○ Introduce a minimum charge to cover the costs 	
Department	Housing
Service	Repairs and maintenance H001 - Misc income No target for this – but mainly for income from repairs that are recharged external organisations
Current charge	Unknown
Unit cost	Unknown

Volume	Unknown
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Unknown
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	Cost +15%
Are all the current charges being collected ?	Unknown
Is it affected by external factors?	Charge applied only when damage is caused
What are other authorities/ commercial organisations (if applicable) charging?	Unknown
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August - details unknown at the date of the report ○ This issue is excluded from the Rechargeable Repairs Policy (July 2009) 	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Scope of the Rechargeable Repairs policy to be extended to include damage by external organisations ○ Unit cost to be established ○ Charges should as a minimum be in line with the charges made to tenants and cover the unit cost - not sure why the admin charges vary across fees (15 and 20%)? ○ Consider adding a % in addition to tenants' charges to profit making organisations ○ Consider set categories and charges 	
Department	Housing
Service	Supervision and Management H004 - Income from Leaseflats Charges made to leaseholders as a contribution to costs of maintaining common areas
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary

	charge
Are the costs being recovered?	Not clear at the moment
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	Unknown
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
Charging to those that own a flat in a block that is council owned.	
Work is planned with the legal team (Di Bonsor and Jim Fieldsend) to identify effective charging – expected early 2010.	
New guidelines have been issued.	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Await the outcome of the work planned – check March 2010 	
Department	Housing
Service	Supervision and Management H004 - Fees and charges We have no identified income for this year – but this exists for miscellaneous income
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	

Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<ul style="list-style-type: none"> ○ Awaiting details from the Head of Housing requested on 22 July and reminded on 12 August – additional information received that it is for miscellaneous income <p>Need to understand what this is for as income was received for 2007/08</p>	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Clarification provided for use of this code 	
Department	Housing
Service	Special services H011 - Heating charges Heating Charges not fully passed on
Current charge	177,950
Unit cost	487,920
Volume	442
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	No
Which Corporate objective does it support? (if discretionary service)	Social inclusion – endeavour to ensure adequate affordable housing
How was the charge determined?	Charge for 2009/10 was increased by

	10% (Council approved Feb 09)
Are all the current charges being collected ?	Unknown
Is it affected by external factors?	Changes in fuel charges can change throughout the year but the charge to residents is only changes annually
What are other authorities/ commercial organisations (if applicable) charging?	All other authorities are passing on the full costs
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	Report to Council 2 Feb suggested that there should be a 10 year plan to bring the costs to 50% recovery
<p>Any further questions/information required: Need clarification if the plan in the report on 2 Feb is a decision or a suggestion The report to Council on 2 February 2009 suggested that 50% of the cost was being recovered but the actual figures suggest that only 36% of the actual fuel costs are being recovered Head of Housing supplied details of a suggested recovery plan over 10 years. Annual cost of heating per property = £1103.89 Residents contributing = £402.60 Annual subsidy per property = £701.29</p>	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ Change the culture to reduce the usage ○ Investigate changing to a more economical supplier ○ Identify the actual cost per property rather than the average ○ Revisit the decision/suggestion not to recover the full costs including: <ul style="list-style-type: none"> ▪ Consider only subsidising those that really need it ▪ Consider offering different levels of subsidy ▪ Changes need to be in line with changes in the support staff on site ▪ Recovery period shorter than 10 years? 	
Potential to increase income = £309,970 per year	
Department	Housing
Service	Supporting people H009 - Monitoring charges – private user Lifelines in private sector Note – SP charges are difficult to explain. The full cost shown is that as covered by the SP contract with DCC – this is paid in full for people on benefit. The charge for self funders does not cover the cost. Charges to private users & RSLs covers costs.
Current charge	Unknown
Unit cost	Unknown
Volume	Unknown
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Unknown
Which Corporate objective does	Regeneration - Developing healthy,

it support? (if discretionary service)	prosperous and sustainable communities
How was the charge determined?	Unknown
Are all the current charges being collected ?	Unknown
Is it affected by external factors?	Unknown
What are other authorities/ commercial organisations (if applicable) charging?	All other authorities are passing on the full costs
Are there any foreseen changes?	Unknown
Are there any issues/barriers to increasing the charge?	Unknown
Any further questions/information required:	
<ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August - details unknown at the date of the report 	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Unit cost needs to be understood ○ Need to understand what is not being recovered and consider full recovery 	
Department	Housing
Service	Supporting people H009 - Monitoring charges – Housing Associations contract Lifelines
Current charge	Unknown
Unit cost	Unknown
Volume	Unknown
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	Unknown
Are all the current charges being collected ?	Unknown

Is it affected by external factors?	Unknown
What are other authorities/ commercial organisations (if applicable) charging?	All other authorities are passing on the full costs
Are there any foreseen changes?	Unknown
Are there any issues/barriers to increasing the charge?	Unknown
Any further questions/information required:	
<ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August - details unknown at the date of the report 	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Unit cost needs to be understood ○ Need to understand what is not being recovered and consider full recovery 	
Department	Housing
Service	Supporting people H009 - Warden service charge Charge made to people in sheltered housing schemes for static wardens
Current charge	5.58 weekly (09/10)
Unit cost	22.79 weekly
Volume	Unknown
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	No
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	Historic charge with % increase. Council took decision (only council to make this decision) that full charges should not be passed onto self funders. SP contract pays full amount.

Are all the current charges being collected ?	Yes
Is it affected by external factors?	Not directly, but should not make a profit from the charge
What are other authorities/ commercial organisations (if applicable) charging?	All other authorities are passing on the full costs
Are there any foreseen changes?	See below
Are there any issues/barriers to increasing the charge?	Yes, charge cannot exceed SP contract costs.
<p>Any further questions/information required: Housing are looking at how support is provided by our staff and looking at reducing the residential staff and moving to mobile wardens and individual support to those who need it.</p> <p>Charge increased by 44% from 08/09 to 09/10 (from £3.87 to £5.58)</p> <ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August – volume outstanding ○ Information received from Head of Housing proposed that it would be self funding in 10 years <p>Each user is being subsidised by £894.92 per year</p>	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ Revisit the decision made by Council not pass full cost on to self funders ○ Unit cost needs to be understood i.e this needs to include the admin and cost of collection ○ Need to understand what is not being recovered and consider full recovery <p>Potential to increase income per 100 users = £89,492 per year</p>	
Department	Housing
Service	Supporting people H009 - Fees and charges – mobile wardens
Current charge	2.06 weekly (09/10)
Unit cost	4.84 weekly
Volume	2000 users 1000 self funders
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	No
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	Historic charge with % increase. Council took decision (only council to make this decision) that full charges should not be passed onto self funders. SP contract pays full amount.
Are all the current charges being collected?	Yes
Is it affected by external factors?	Not directly, but should not make a profit from this charge

What are other authorities/ commercial organisations (if applicable) charging?	All other authorities are passing on the full costs
Are there any foreseen changes?	See below
Are there any issues/barriers to increasing the charge?	Yes, charge cannot exceed SP contract costs
<p>Any further questions/information required: Housing is looking at how support is provided by our staff and looking at reducing the residential staff and moving to mobile wardens and individual support to those who need it.</p> <p>Charge increased by 19% from 08/09 to 09/10 (from £1.73 to £2.06)</p> <ul style="list-style-type: none"> ○ Information received from Head of Housing proposed that it would be self funding in 10 years <p>Each user is being subsidised by £144.56 per year</p>	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ Revisit the decision made by Council not pass full cost on to self funders ○ Unit cost needs to be understood i.e this needs to include the admin and cost of collection ○ Need to understand what is not being recovered and consider full recovery <p>Potential to increase income for 1000 users = £144,560 per year</p>	
Department	Housing
Service	Supporting people H009 - Telephones Charge to wardens
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	See note on wardens service
Are there any issues/barriers to	

increasing the charge?	
Any further questions/information required:	
This covers the cost of personal calls may by wardens using telephones paid for by the Council	
Minimal impact/scope for change	
Recommendation for the charge:	
No change	
Department	Housing
Service	Supporting people H009 - Telecare income 'Lifeline' and rental income provided for private and council residents from DCC
Current charge	£5 per week
Unit cost	£5 per week
Volume	117
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Yes
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	At cost
Are all the current charges being collected ?	Yes from DCC
Is it affected by external factors?	Unknown
What are other authorities/ commercial organisations (if applicable) charging?	All other authorities are passing on the full costs
Are there any foreseen changes?	No but demand will increase

Are there any issues/barriers to increasing the charge?	Charge negotiated with DCC to cover costs
Any further questions/information required:	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Unit cost needs to be understood i.e this needs to include the admin and cost of collection ○ Ensure that the full cost is being recovered from DCC 	
Department	Housing
Service	Income H005 - Dwelling net rents Rent for properties
Current charge	Varies
Unit cost	Unknown
Volume	c 5,400
Which category?	Discretionary service/discretionary charge – except for homeless
Are the costs being recovered?	Unknown
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	Following the government formula – ratified by the council
Are all the current charges being collected ?	No as there are arrears and voids
Is it affected by external factors?	No
What are other authorities/ commercial organisations (if applicable) charging?	All Councils and RSLs follow the same rules
Are there any foreseen changes?	Not in the immediate future
Are there any issues/barriers to increasing the charge?	Yes – need to follow government guidance
Any further questions/information required:	
A pilot is being undertaken to move resources to address and reduce the	

voids – no information received on the outcome of the pilot

Recommendation for the charge:

- Reduce the voids and increase the income to the Council
- As all properties transfer on a Monday the focus on repairs needs to be to complete the work on Fridays giving priority over non-urgent repairs (consider performance target for team /individuals)
- Consider flexibility in transfer days – not only on Monday
- Action plan to be developed and delivered to reduce the voids (with maximum void time by property) – suggest Scrutiny monitor the delivery of the plan
- Need to ensure prompt action is taken on non-payers and consider maximum time they are allowed to remain in properties without paying the rent
- Revisit the process for tackling non-payment to minimise the time allowed to remain in a council property when the tenant is not paying the rent

Potential to increase income = £446,000 (from voids) per year

Potential to increase income = £660,562 (arrears for 08/09) per year

Department	Housing
Service	Income H005 - Garage rents
Current charge	£6.25 per week (direct debit) - £300yrly £8.00 per week (others) - £384yrly
Unit cost	Unknown
Volume	442 approx
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Unknown
Which Corporate objective does it support? (if discretionary service)	?
How was the charge determined?	Unknown The current charge was frozen by Council on 04/02/09
Are all the current charges being collected ?	Unknown
Is it affected by external factors?	Unknown
What are other authorities/ commercial organisations (if applicable) charging?	Unknown
Are there any foreseen changes?	Unknown
Are there any issues/barriers to increasing the charge?	Unknown

<p>Any further questions/information required: Each site is reviewed on an annual basis with a view to dispose of them. 10/12 have issued for sale and the market will be tested with one in the current climate.</p> <ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August - details unknown at the date of the report 	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ Unit cost needs to be understood i.e this needs to include the admin and cost of collection ○ Consider what other authorities /private landlords are charging ○ Consider full recovery ○ Consider disposal of the garages when the economy improves ○ There is scope to increase these in April 2010 	
Department	Housing
Service	Income H005 - Garage site rents
Current charge	£120 per year
Unit cost	Unknown
Volume	208 approx
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Unknown
Which Corporate objective does it support? (if discretionary service)	?
How was the charge determined?	Unknown
Are all the current charges being collected ?	Unknown
Is it affected by external factors?	Unknown
What are other authorities/ commercial organisations (if applicable) charging?	Unknown
Are there any foreseen changes?	Unknown
Are there any issues/barriers to increasing the charge?	Unknown
<p>Any further questions/information required: Each site is reviewed on an annual basis with a view to dispose of them. 10/12 have issued for sale and the market will be tested with one in the current climate.</p>	

Charges are collected annually.

- Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August - details unknown at the date of the report

Recommendation for the charge:

- Unit cost needs to be understood i.e this needs to include the admin and cost of collection
- Consider what other authorities /private landlords are charging
- Consider full recovery
- Consider disposal of the garages when the economy improves
- There is scope to increase these in April 2010

Department	Housing
Service	Income H005 - Rent of land Land rented to other organisations
Current charge	Unknown
Unit cost	Unknown
Volume	Unknown
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Unknown
Which Corporate objective does it support? (if discretionary service)	?
How was the charge determined?	Unknown
Are all the current charges being collected ?	Unknown
Is it affected by external factors?	Unknown
What are other authorities/ commercial organisations (if applicable) charging?	Unknown
Are there any foreseen changes?	Unknown
Are there any issues/barriers to increasing the charge?	Unknown

Any further questions/information required:

- Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August - details unknown at the date of the report

Are market rates applied and are they regularly reviewed?

Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Unit cost needs to be understood i.e this needs to include the admin and cost of collection ○ Consider what other authorities /private landlords are charging ○ Consider full recovery ○ Consider selling the land when the economy changes 	
Department	Housing
Service	Income H005 - Mortgagors interest
Current charge	Unknown
Unit cost	Unknown
Volume	Unknown
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Unknown
Which Corporate objective does it support? (if discretionary service)	?
How was the charge determined?	Unknown
Are all the current charges being collected ?	Unknown
Is it affected by external factors?	Unknown
What are other authorities/ commercial organisations (if applicable) charging?	Unknown
Are there any foreseen changes?	Unknown
Are there any issues/barriers to increasing the charge?	Unknown
Any further questions/information required:	
<p>Under the 'right to buy' councils offered a guaranteed loan and this is the interest on the loan</p> <ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August - details unknown at the date of the report 	

Recommendation for the charge:	
<ul style="list-style-type: none"> ▪ Investigate if the rate of interest ‘fixed’? Is there scope to adjust the charge to reflect the market? 	
Department	Housing
Service	Income H005 - Insurance income from claims made
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August - details unknown at the date of the report 	

Recommendation for the charge:	
No gains/savings can be made on information received to date	
Department	Housing
Service	Income H005 - Interest on balance in the HRA account
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<ul style="list-style-type: none"> ○ Awaiting details (unknown) from the Head of Housing requested on 22 July and reminded on 12 August - details unknown at the date of the report 	
Recommendation for the charge:	

No gains/savings can be made on information received to date

Appendix E

Department	Street Services
Service	Vending sales (GO35) Staff canteen, vending machine.
Current charge	22p
Unit cost	16.8p
Volume	6818
Which category?	Discretionary service Discretionary charge
Are the costs being recovered?	Yes
Which Corporate objective does it support? (if discretionary service)	?
How was the charge determined?	
Are all the current charges being collected ?	Yes
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	n/a
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
The machine in the depot is own by the Council and is not leased.	
Recommendation for the charge:	

No change	
Department	Street Services
Service	Ground maintenance sales (G032) - Contracted work for Parish Councils. Dependant on volume of work and resources required.
Current charge	Priced on an individual basis
Unit cost	n/a
Volume	
Which category?	Discretionary service Discretionary charge
Are the costs being recovered?	The direct costs are but not the management and admin costs
Which Corporate objective does it support? (if discretionary service)	Environment – promoting and enhancing a clean and sustainable environment
How was the charge determined?	Each job is assessed individually against the current capacity. They have an hourly cost for every item of equipment.
Are all the current charges being collected ?	
Is it affected by external factors?	The service is provided on request so the income will vary.
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
<p>Any further questions/information required:</p> <p>The regular work is built in the schedule and where they have capacity to take on the work is offered at a reasonable low rate. Where they do not have the capacity it is priced up a cost price.</p> <p>Ad hoc requests (e.g. a site's mower is broken for 2 weeks) they will assess this and charge at the overtime rate with a minimum 2 hour charge.</p>	
<p>Recommendation for the charge:</p> <p>Need to consider increasing the cost to parish councils to include the management and admin cost which would provide full cost recovery for all</p>	

new work. A phased approach should be adopted for the existing work.

There also needs to have flexibility for the charge to exceed the full cost recovery.

Potential increase in income (+8%) = £3,600 per year

Department	Street Services
Service	Ground maintenance misc income (G032) - Ad hoc work undertaken for other departments or external organisations
Current charge	Priced on an individual basis
Unit cost	
Volume	
Which category?	Discretionary service Discretionary charge
Are the costs being recovered?	The direct costs plus 8% to cover management and admin costs
Which Corporate objective does it support? (if discretionary service)	Environment – promoting and enhancing a clean and sustainable environment
How was the charge determined?	Each job is assessed individually against the current capacity. They have an hourly cost for every item of equipment.
Are all the current charges being collected ?	
Is it affected by external factors?	The service is provided on request so the income will vary.
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
These are usually ad hoc requests which they will assess this and charge at the overtime rate with a minimum 2 hour charge.	
Recommendation for the charge:	
Although the costs are being recovered consideration should be given to adding 10% to work undertaken for external profit making organisations e.g. STWA	

Potential increase in income (+10%) = £?	
Department	Street Services
Service	Street cleansing - cleaning charges (G024) - Contracted work for Parish Councils, none currently under contract for cleaning work.
Current charge	Priced on an individual basis
Unit cost	
Volume	
Which category?	Discretionary service Discretionary charge
Are the costs being recovered?	The direct costs are but not the management and admin costs
Which Corporate objective does it support? (if discretionary service)	Environment – promoting and enhancing a clean and sustainable environment
How was the charge determined?	Each job is assessed individually against the current capacity. They have an hourly cost for every item of equipment.
Are all the current charges being collected ?	
Is it affected by external factors?	No work is currently being undertaken
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
Recommendation for the charge:	
Need to consider increasing the cost to parish councils to include the management and admin cots which would provide full cost recovery if any work is contracted. There also needs to have flexibility for the charge to exceed the full cost recovery.	

Potential increase in income (+8%) = £0	
Department	Street Services
Service	Street cleansing – misc income charges (G024) - Ad hoc work undertaken for other departments or external organisations
Current charge	Priced on an individual basis
Unit cost	
Volume	
Which category?	Discretionary service Discretionary charge
Are the costs being recovered?	The direct costs plus 8% to cover management and admin costs
Which Corporate objective does it support? (if discretionary service)	Environment – promoting and enhancing a clean and sustainable environment
How was the charge determined?	Each job is assessed individually against the current capacity. They have an hourly cost for every item of equipment.
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required: e.g. cleaning car parks e.g. at Pleasley Mills	
Recommendation for the charge: Although the costs are being recovered consideration should be given to adding 10% to work undertaken for external profit making organisations e.g. STWA	
Potential increase in income (+10%) = £?	

Department	Street Services
Service	Waste services – misc income (G028) - Ad hoc work undertaken for other departments or external organisations
Current charge	Priced on an individual basis
Unit cost	
Volume	
Which category?	Discretionary service Discretionary charge
Are the costs being recovered?	Internally – the hourly rate of the men used Externally - The direct costs plus 8% to cover management and admin costs
Which Corporate objective does it support? (if discretionary service)	Environment – promoting and enhancing a clean and sustainable environment
How was the charge determined?	Each job is assessed individually against the current capacity.
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
E.g. moving furniture at Sherwood Lodge, delivering ballot boxes	
Recommendation for the charge:	
Need to consider increasing the cost to include the management and admin costs which would provide full cost recovery. Proposal: Internal – add 8% to cover management and admin External – add 10%	
Potential to increase income (+8%) = £280 per year	

Department	Street Services
Service	Waste services – sales (G028) – private house clearance
Current charge	£110 min (no assessment) Variable after assessment
Unit cost	
Volume	13 expected for 09/10
Which category?	Statutory service Discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	N/A
How was the charge determined?	Each job is costed individually to ensure that it reflects the costs.
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	With the introduction of the charges for bulky waste it is expected that the demand for this service will reduce.
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
The need for overtime has reduced with the introduction of the 4 day week.	
North East Derbyshire District Council/Rykneld Homes have recently shown an interest on joint working in Waste collection and would be interested in buying spare capacity from Bolsover in respect of house clearances.	
Currently formalising the service provided to the Housing Department.	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Formalise the internal service to Housing ○ Then investigate opportunities to increase the revenue in this area e.g. advertising, linking with other authorities but ensure that costs do not increase or other services suffer. 	

Department	Street Services
Service	Waste services – cesspools (G028) – emptying of cesspool/septic tanks
Current charge	See below
Unit cost	See below
Volume	130
Which category?	Statutory service Discretionary charge
Are the costs being recovered?	Yes
Which Corporate objective does it support? (if discretionary service)	N/A
How was the charge determined?	Cost of vehicle/resource/disposal + 8% admin cost and 10% profit
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	The charges are cheaper than external companies (e.g. Biffa)
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	As external companies offer the service overcharging may result in losing the work.
Any further questions/information required:	
They have 130 contracts but also respond to ad hoc requests.	
The wagon is currently used for 50% of the time.	
CBC/NEDDC/Ashfield do not offer the service	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Comparison of charges with other organisations to understand if they can be increased ○ Publicise the service to increase the demand ○ Work with other authorities to recommend our service rather than external suppliers ○ Investigate the opportunities to use the vehicle for other services so that the capacity usage is increased 	

	Loads	Contracts	2009/10 Charge	Annual Income	Annual Profit
Cesspools	1	49	£98	£4,794.65	£773.08
	2	22	£196	£4,305.40	£694.19
	3	4	£294	£1,174.20	£189.33
	4	10	£391	£3,914.00	£631.09
	5	3	£489	£1,467.75	£236.66
	6	5	£587	£2,935.50	£473.31
	7	0	£685	£0.00	£0.00
	8	3	£783	£2,348.40	£378.65
	9	3	£881	£2,641.95	£425.98
	10	0	£979	£0.00	£0.00
	11	0	£1,076	£0.00	£0.00
	12	1	£1,174	£1,174.20	£189.33
septic tank	1	30	£175	£5,253.00	£222.50
Total				£30,009.05	£4,214.12

Department	Street Services
Service	Waste services fees and charges – recycling material (G028) - Charge = Recycling credits amount set by DCC via statutory requirements from Environmental Protection Act. Costs = charges set by recycling contractor. Net cost of service = £212,000
Current charge	£42.12 per tonne
Unit cost	£96.22 per tonne
Volume	
Which category?	
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	Environment – promoting and enhancing a clean and sustainable environment
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
The council have no control over this as it is a statutory rate paid by DCC. However increasing the amount we recycle and therefore the income would increase our costs by a larger amount resulting in a net loss.	
Recommendation for the charge:	
No change	

Department	Street Services
Service	Waste services- trade refuse (G028) - Waste collections from commercial properties.
Current charge	See below
Unit cost	
Volume	
Which category?	Statutory service Discretionary charge
Are the costs being recovered?	Yes
Which Corporate objective does it support? (if discretionary service)	N/A
How was the charge determined?	Legislation says 'reasonable' charges Cost of the bin over 7yrs / vehicle/disposal/resources + 8%admin +10% profit and rounded up. The also check they are in proportion e.g. 3x120 is more than 330
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
They are charges to county for disposal of waste with the exception of school waste which are not controlled by BDC.	
Recommendation for the charge:	
No change to the charge.	

	Bin Size (litres)	No.of Bins	2009/10 Charge	Annual Income	Annual Profit
Trade	1100	168	£494	£83,059.20	£7,748.75
	750	2	£402	£803.40	£110.15
	660	83	£371	£30,776.40	£4,108.22
	500	67	£319	£21,393.10	£2,881.87
	330	50	£237	£11,845.00	£1,860.31
	240	120	£206	£24,720.00	£3,795.35
	120	3	£185	£556.20	£137.47
	75	69	£165	£11,371.20	£2,794.92
Schools	1100	73	£227	£16,541.80	£4,934.97
	750	9	£206	£1,854.00	£517.36
	660	7	£201	£1,405.95	£379.48
	500	4	£191	£762.20	£189.00
	330	5	£155	£772.50	£222.72
	240	4	£149	£597.40	£165.09
Skips	School skip	304	£67	£20,352.80	£1,994.09
	General skip	52	£196	£10,176.40	£1,323.39
Total				£236,987.55	£33,163.14

Department	Street Services
Service	Waste services - Bulky waste collection (G028) - from domestic properties. Discretionary services review completed for this service and charges introduced April 09
Current charge	General Bulkies: 1 – 3 items £10 4 – 6 items £15 7 – 9 items £20 10+ items quote with minimum £30 charge Waste Electrical & Electronic Equipment (WEEE): 1 item £10 2 items £15 3 items £20 4 items £25 5 items £30
Unit cost	See report to council
Volume	
Which category?	Statutory service Discretionary charge
Are the costs being recovered?	See report to council
Which Corporate objective does it support? (if discretionary service)	N/A
How was the charge determined?	Legislation says 'reasonable' charges Cost of the vehicle/disposal/resources
Are all the current charges being collected ?	Yes as payment is required before the service is provided
Is it affected by external factors?	Demand for the service is unknown as it is the first year of charging
What are other authorities/ commercial organisations (if applicable) charging?	See report to council
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required: North East Derbyshire District Council have shown an interest on joint working in Waste collection and would be interested in buying spare capacity from Bolsover in respect of bulky collections. Demand for the service has reduced by 79% in the first quarter (it was predicted to be 80%)	
Recommendation for the charge: Review of the service in April 2010 (after being operational for 12 months) to assess demand, unit costs, charges and option for selling spare capacity.	

Appendix F

Department	Leisure
Service	Bolsover Community Sports Coach scheme (G064) Fees and charges to supply a coach in a school
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Management and admin costs not included.
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	On costs for coach charged
Are all the current charges being collected ?	
Is it affected by external factors?	Grant funding is in place until Sept 09 to support this.
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	Costs expected to increase due to job evaluation
Are there any issues/barriers to increasing the charge?	The service has to remain affordable to the schools
Any further questions/information required:	
This is street sports which is free to users to tackle anti social behaviour and funded by the police until March 2010	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ The unit cost need to be understood including the impact of job evaluation ○ Consideration to be given to increasing the cost to cover the unit cost i.e. including the management/admin costs and are included in future funding 	

Department	Leisure
Service	Bolsover energised youth programme (G062) Fees and charges for extreme wheels, outdoor centre £91k and fishing £18k
Current charge	See Appendix A Table 8
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Management and admin costs not included The funding has increased to provide extra posts.
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	On costs and direct costs charged
Are all the current charges being collected ?	
Is it affected by external factors?	Pleasley outdoor centres only competition is Lea Green.
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	They have bookings but there is no waiting list but interest is increasing
Any further questions/information required:	
The extreme wheels service is delivered outside the district and the travel and accommodation costs are included.	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ Consider charging the unit cost for the service ○ Consider increasing the cost to include a profit where the service is provided outside the district – this is limited at the moment and needs to be capitalised on ○ Understand the capacity of the service and the usage and target staff to increase the usage – extra resource from funding should see this increase 	

Department	Leisure
Service	Creswell Leisure centre (G071) Sales The budget is for charges to DCC for School Swimming sessions.
Current charge	See Appendix A Table 1-4
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	Charged by 1/2hour session. Agreed 4 years ago and increased by 3%
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
Recommendation for the charge: <ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ The cost need to be negotiated with DCC to ensure that the costs are being recovered 	

Department	Leisure
Service	Creswell Leisure centre (G071) vending sales
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	30% mark up on items agreed with finance
Are all the current charges being collected ?	Yes – customer pays before items are received
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	Sales have increased due to increased demand on the services
Are there any issues/barriers to increasing the charge?	Machines leased and negotiated on a 5 year lease.
Any further questions/information required:	
Hot drinks – stocked externally Cold drinks and snacks – stocked internally	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Consider reducing the cost when the lease expires (one contract for all council machines or buy a machine?) and stock them all internally so that more of the profit is retained by the Council ○ Target staff to increase the sales e.g. always fully stocked 	

Department	Leisure
Service	Creswell Leisure centre (G071) Fees and charges
Current charge	See Appendix A Table 1-4
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	Not known and has not been compared since membership of CIPFA was withdrawn.
Are there any foreseen changes?	The introduction of the 'free swim' has not had a massive impact as they are coming with the 16-60yrs who are paying Expecting reduction in energy costs – see below
Are there any issues/barriers to increasing the charge?	Potential reduction in users
<p>Any further questions/information required: Full programme of activities apart from 2 hours to do staff training. Busing people in is funded by the PCT . Sauna classed as a luxury and is reflected in the charges. Occupancy approx: ⇒ Pool - 90% ⇒ Gym – could always use more ⇒ Squash – used well at peak time and used for other activities e.g. chair activities They got £23k from government for 'free swim' and it has been used to install new pumps which will reduce energy costs.</p>	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ Compare the charges with other authorities ○ Consider having a pricing structure to reflect peak usage times ○ Consider targeting staff on occupancy to increase usage and income 	

Department	Leisure
Service	Creswell Leisure centre (G071) Bolsover Wellness GP referrals
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
<p>Any further questions/information required: This is a recharge from G061. It is a 12 week membership which is free of charge. 48% continue using the service after the 12 weeks (compared to 12% across the county). The following 12 weeks are offered at a reduced rate and then they pay the full rate. There is no change to the income if the volume increases or decrease.</p>	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ What capacity do they have for service? Is there a maximum that they can take? ○ Could suggest £x for x referrals – which is the break even point but if the volume increases the charge is increase to reflect the additional costs ? - at the moment they are not up to the maximum capacity with the funded posts. If it increased past the capacity then a business case would need to be developed to increase the funding from the PCT. 	

Department	Leisure
Service	Creswell Leisure centre (G071) Misc income
Current charge	Contributions of £1 paid towards the community transports scheme by users who are bussed in as part of the scheme.
Unit cost	
Volume	8970
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
<p>Any further questions/information required:</p> <p>We do not have the funding to pay for the bus and we are unable to make a charge for the service. Donations are paid at the leisure centre.</p>	
<p>Recommendation for the charge:</p> <p>No change</p>	

Department	Leisure
Service	Creswell Leisure centre (G071) Fitness suite income Cash and direct debit payments to use the service
Current charge	See Appendix A, Table 4
Unit cost	
Volume	100 (monthly gold members)
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	Similar charging to fitness first (£30 per month)
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<p>The charges are collected by a 3rd party who charge £10 per member and they chase defaulters – not provided by the council.</p> <p>Tried to create a club environment to maintain members. Always trying to sign up new members due to the attrition rate.</p>	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ Compare the charges with other authorities / private companies that are offering the service ○ There is no minimum sign-up period. Therefore why are we paying for a debt recovery service? ○ Consider options/deal/marketing to increase usage 	

Department	Leisure
Service	Creswell Leisure centre (G071) sunbed income – SERVICE WITHDRAWN
Current charge	3 min = £1, 6 min = £2.20, 9 min = £3.20
Unit cost	n/a
Volume	n/a
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	n/a
Which Corporate objective does it support? (if discretionary service)	n/a
How was the charge determined?	n/a
Are all the current charges being collected ?	n/a
Is it affected by external factors?	n/a
What are other authorities/ commercial organisations (if applicable) charging?	n/a
Are there any foreseen changes?	The service has been withdrawn
Are there any issues/barriers to increasing the charge?	n/a
Any further questions/information required:	
This has created a dead area. They struggle for changing area during the education sessions so may use it for mens changing but it will generate not income.	
Recommendation for the charge:	
n/a	

Department	Leisure
Service	Culture and heritage (G067) Outdoor events income – SERVICE WITHDRAWN
Current charge	n/a
Unit cost	n/a
Volume	n/a
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	n/a
Which Corporate objective does it support? (if discretionary service)	n/a
How was the charge determined?	n/a
Are all the current charges being collected ?	n/a
Is it affected by external factors?	n/a
What are other authorities/ commercial organisations (if applicable) charging?	n/a
Are there any foreseen changes?	The service has been withdrawn
Are there any issues/barriers to increasing the charge?	n/a
Any further questions/information required:	
Recommendation for the charge:	
n/a	

Department	Leisure
Service	Frederick Gents school community use (G112) Fees and charges
Current charge	See Appendix A Table 1-4
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	The charges were brought into line with the BDC charges when the site was taken on from the school.
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	They are looking to change the music room in to a fitness suite
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
Evening and weekend facilities as a partnership with the school.	
Occupancy:	
⇒ Dance – some capacity	
⇒ Sports hall – well used e.g. badminton clubs	
⇒ Tennis courts	
Utilisation rate of the site is high	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ Compare the charges with other authorities ○ Investigate the potential of introducing the fitness suite by assessing the competition and potential demand – this has been commissioned with partners (DCC and the school) 	

Department	Leisure
Service	Frederick Gents school community use (G112) vending machine income
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	Cost + 30% as advised by finance
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
Over the counter sales as school did not want to have vending machines	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Target staff to increase the sales 	

Department	Leisure
Service	Go Football (G063) fees and charges
Current charge	See Appendix A Table 9
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	Inherited
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	No one else offers the service so there is no comparison
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
<p>Any further questions/information required: Courses delivered in the district (Go and Brazilian football) after school, weekends and holidays. Targeted at children Brazilian football – there is a charge for the kit and they are looking to make savings in this area. It is promoted at the schools. It is not fully subscribed on every course.</p> <p>The have £75k funding for 3 years to provide footballing through schools for this programme. The team are revisiting the package on offer to ensure that it meets the needs.</p>	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ Consider charging the unit cost ○ Ensure that the capacity is maximised e.g. promotions 	

Department	Leisure
Service	Kissingate Leisure centre (G069) vending sales
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	30% mark up on items agreed with finance
Are all the current charges being collected ?	Yes – customer pays before items are received
Is it affected by external factors?	Machines leased and negotiated on a 5 years lease.
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	No income while site has been closed
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ Consider reducing the cost when the lease expires (one contract for all council machines or buy a machine?) and stock them all internally so that more of the profit is retained by the Council ○ Target staff to increase the sales e.g. always fully stocked 	

Department	Leisure
Service	Kissingate Leisure centre (G069) Fees and charges
Current charge	See Appendix A Table 1-4
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	Not known and has not been compared since membership of CIPFA was withdrawn
Are there any foreseen changes?	No service provided for last 12 months due to site being unavailable
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ Compare the charges with other authorities ○ Consider having a pricing structure to reflect peak usage times ○ Consider targeting staff on occupancy to increase usage and income 	

Department	Leisure
Service	Kissingate Leisure centre (G069) Bolsover wellness GP referrals
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<p>This is a recharge from G061.</p> <p>It is a 12 week membership which is free of charge. 48% continue using the service after the 12 weeks (compared to 12% across the county). The following 12 weeks are offered at a reduced rate and then they pay the full rate.</p> <p>There is no change to the income if the volume increases or decrease</p>	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ What capacity do they have for service? Is there a maximum that they can take? ○ Could suggest £x for x referrals – which is the break even point but if the volume increases the charge is increase to reflect the additional costs - at the moment they are not up to the maximum capacity with the funded posts. If it increased past the capacity then a business case would need to be developed to increase the funding from the PCT. 	

Department	Leisure
Service	Kissingate Leisure centre (G069) fitness suite income. Cash and direct debit payments to use the service
Current charge	See Appendix A Table 1-4
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	Similar charging to fitness first (£30 per month)
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
<p>Any further questions/information required:</p> <p>The charges are collected by a 3rd party who charge £10 per member and they chase defaulters – not provided by the council.</p> <p>Tried to create a club environment to maintain members. Always trying to sign up new members due to the attrition rate.</p>	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ Compare the charges with other authorities / private companies that are offering the service ○ There is no minimum sign-up period. Therefore why are we paying for a debt recovery service? ○ Consider options/deal/marketing to increase usage 	

Department	Leisure
Service	Kissingate Leisure centre (G069) Bar sales
Current charge	
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	Cost + 30% as agreed with finance
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<p>They are expecting more funding from the PCT to promote healthy eating during the day in the new kitchen.</p> <p>The team are using the opening to capitalise on the opportunities for this area.</p>	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ The unit cost needs to be understood ○ Consideration needs to be given to charging the unit cost (including food) and a profit ○ Increase the food sales/service with the increased facilities in the kitchen ○ Consider providing a target for the sales to increase the income 	

Department	Leisure
Service	Kissingate Leisure centre (G069) sunbed income - SERVICE WITHDRAWN
Current charge	3 min = £1, 6 min = £2.20, 9 min = £3.20
Unit cost	n/a
Volume	n/a
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	n/a
Which Corporate objective does it support? (if discretionary service)	n/a
How was the charge determined?	n/a
Are all the current charges being collected ?	n/a
Is it affected by external factors?	n/a
What are other authorities/ commercial organisations (if applicable) charging?	n/a
Are there any foreseen changes?	The service has been withdrawn
Are there any issues/barriers to increasing the charge?	n/a
Any further questions/information required:	
The space will be used to increase the floor space in the gym to increase the equipment and attract more users	
Recommendation for the charge:	
n/a	

Department	Leisure
Service	Outdoor sports and recreation facilities (G070) fees and charges
Current charge	See Appendix A, Table 5
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	Some sites are owned by the council and they are looking to sub-let
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
<p>Covers the following :</p> <ul style="list-style-type: none"> ⇒ Castle leisure park ⇒ 2 bowling greens - they used to charge per head but now charge per club to cut grass and maintain the site ⇒ grass football pitches ⇒ cricket pitches ⇒ astra turf pitch 	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ Compare the charges with other authorities ○ Consider having a pricing structure to reflect peak usage times ○ Consider targeting staff on occupancy to increase usage and income 	

Department	Leisure
Service	Parks, playgrounds and open spaces (G065) fees and charges These are the charges we make for inspecting / maintaining other Parishes playgrounds
Current charge	See Appendix A, Table 7
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	They have to ensure that they adhere to the Health and Safety legislation
Any further questions/information required: They undertake minor repairs and charge for the service	
Recommendation for the charge: <ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ Consider charging the unit cost 	

Department	Leisure
Service	Bolsover Wellness Programme (G061) fees and charges – GP referrals income
Current charge	£2 per session
Unit cost	
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	The buddy may not go and neither would the individual who requires the service
<p>Any further questions/information required:</p> <p>Buddy scheme i.e. individuals can bring a friend for the 12 weeks</p>	
<p>Recommendation for the charge:</p> <ul style="list-style-type: none"> ○ The unit cost for the service needs to be understood ○ Need to understand the volume of usage by the buddies and how successful the scheme is in getting individuals in the scheme and the buddies to join as a full members ○ Consider charging the unit cost 	

Department	Leisure
Service	Bolsover Wellness Programme (G061) misc income
Current charge	n/a
Unit cost	n/a
Volume	n/a
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	n/a
Which Corporate objective does it support? (if discretionary service)	n/a
How was the charge determined?	n/a
Are all the current charges being collected ?	n/a
Is it affected by external factors?	n/a
What are other authorities/ commercial organisations (if applicable) charging?	n/a
Are there any foreseen changes?	n/a
Are there any issues/barriers to increasing the charge?	n/a
Any further questions/information required:	
One off grant from the PCT to extend the kitchen at Kissinggate	
Recommendation for the charge:	
n/a	

View from the Head of Service – lee Hickin 01/09/09

Lee felt that all the recommendations were reasonable and in line with his thoughts.

He is developing a marketing strategy which will need to be approved which will cover elements of the recommendations.

He felt that his only other concern was internal charges where he has no control over including the increases which can make the service not viable.

Appendix G

Department	Regeneration
Service	Markets Rents (G029)
Current charge	Set fees apply – various charges
Unit cost	Unable to determine, as this involves differing amounts of worker time, some tenants actually put up their own staffs therefore saving us manpower
Volume	Unknown
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	This is difficult to determine but the officer feels that we are raising as much income as possible
Which Corporate objective does it support? (if discretionary service)	Regeneration - Developing healthy, prosperous and sustainable communities
How was the charge determined?	The charge was set to be comparable with other local markets
Are all the current charges being collected ?	Charges are generally collected. There have been a couple of cases where the trader did not arrive and therefore did not pay as they had ceased trading.
Is it affected by external factors?	The current national decline in markets has had a detrimental effect on the number of traders wishing to rent stalls
What are other authorities/ commercial organisations (if applicable) charging?	Charges are competitive with other local markets and in line with the Market Traders Federation website.
Are there any foreseen changes?	It is expected to be part of Best Value Review later in the year.
Are there any issues/barriers to increasing the charge?	Too much business would be lost as currently there are not many traders around. Markets are in decline all over the region – Mansfield being a prime example. The officer is hopeful of building up Shirebrook car boot sale though, hopefully attracting a market butcher to the site.
Any further questions/information required:	
<p>Recommendation for the charge: Appears to be well run at the moment, especially with regard to current market conditions. It would not be possible to greatly increase the charges as business could be lost.</p> <ul style="list-style-type: none"> ▪ Opportunities for future innovative redevelopment of the markets should be explored ▪ There needs to be flexibility in charging to respond to the changing economic climate rather than being fixed annually ▪ The Best Value review of the service to take place by the end of the financial year 	

Department	Regeneration
Service	Pleasley Vale Electricity Trading (G092) Electricity recharge income from tenants
Current charge	12.07p/kWh(day) and 9.98p pkWh (night)
Unit cost	11.501p/kWh(day) and 9.335p pkWh (night)
Volume	
Which category?	Not a mandatory service, however the nature of the buildings necessitates the supply coming through the Council's infrastructure.
Are the costs being recovered?	Yes
Which Corporate objective does it support? (if discretionary service)	?
How was the charge determined?	The Council's billing brings in extra charges of around £18,000 which covers the Council's covers the Council's expenditure on maintenance of the infrastructure
Are all the current charges being collected ?	Payment of bills is managed by Innes England, and debtors are pursued when payments are in arrears.
Is it affected by external factors?	The cost of the Electricity supply at the Mills is affected in a similar manner to domestic fuel charges, in that market conditions can cause fluctuations in costs.
What are other authorities/ commercial organisations (if applicable) charging?	Tenants regularly make enquiries about whether or not they can access cheaper fuel but they are shown the facts that the fuel is sourced at the cheapest rates. The Electricity is sourced through a consortium which includes Notts County Council, whose buying power ensures the cheapest rates.
Are there any foreseen changes?	No
Are there any issues/barriers to increasing the charge?	Increasing the rates too much could possibly result in loss of tenants.
Any further questions/information required:	
Recommendation for the charge:	
<ul style="list-style-type: none"> The management of the tenants who fall in to arrears by Innes England be reviewed to minimise the risk to the Council of lost revenue on electricity payments 	

Department	Regeneration
Service	Pleasley Vales Mills (G090) Pleasley Rental Income
Current charge	Details vary per property – available from Innes England / Roger Owen
Unit cost	Unknown
Volume	Approximately 80% of the property is let at the moment as the demand has increased
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Unknown
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	Market forces – negotiated with tenants via Innes England.
Are all the current charges being collected ?	No due to the arrears
Is it affected by external factors?	Yes
What are other authorities/ commercial organisations (if applicable) charging?	Unknown
Are there any foreseen changes?	Charges are set for the term of the contract which are mainly 3 years but there are variations.
Are there any issues/barriers to increasing the charge?	Tenants may be lost
Any further questions/information required:	
Recommendation for the charge: <ul style="list-style-type: none"> ▪ The management of the tenants who fall in to arrears by Innes England be reviewed to minimise the risk to the Council of lost revenue on rental payments 	

Department	Regeneration
Service	Premises Development (G089) – ad hoc property rent for various commercial properties
Current charge	Various Largest property is the Social services property with brings in about 50% of the total income.
Unit cost	Unknown
Volume	
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	Officer feels that they are. The only vacant property is Kitchen Croft (opposite the council building)
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	Rent reviewed at the end of the lease (lease lengths vary) and in line with market at that time.
Are all the current charges being collected ?	The rent is collected via Revenues and they are not aware of any issues
Is it affected by external factors?	Market forces affect the charges and the demand for the properties.
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	Minimal enquiries received by the council for shops.
Any further questions/information required:	
Recommendation for the charge: <ul style="list-style-type: none"> ○ The costs need to be understood including the admin and management, maintenance, repairs and rent collection as well as the financial impact on properties left empty ○ Ensure that the rents are reviewed and the costs are covered 	

Department	Regeneration
Service	Premises Development (G089) – licences
Current charge	Allotments - £2.50 per year Garden licence from 5p to £100 Access licence from £10 to £60 Storage licence from £50 to £300 Grazing licence from £60 to £400
Unit cost	Unknown
Volume	75 allotments on 8 sites 9 currently vacant on 3 sites Garden licence - 20 Access licence - 11 Storage licence - 2 Grazing licence- 6
Which category?	Discretionary service/discretionary charge
Are the costs being recovered?	?
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	Allotments - the charge has not changed for at least 2 years Gardens –value on the market and review every 2 years
Are all the current charges being collected?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	Some allotments are attached to gardens and it may be difficult to let them other than to the garden owners.
Any further questions/information required:	
An agreement is produced and issued to allotment holder – does this administration including collecting the charge cost more than the £2.50? Some of the allotments have garages on the sites. Access – rights on a temporary basis Garden – where it joins someone's land and charge varies with the size of the land and is temporary (next step is a lease and would cost more as you need a solicitor) A months notice is required to stop licence to renew fee/update	
Recommendation for the charge:	
<ul style="list-style-type: none"> ○ Investigate if appropriate to pass to the parish councils (allotments) ○ The actual cost of providing the service to be understood ○ Benchmark with neighbouring authorities ○ Review the option to sell the land ○ Ensure that costs are covered by the charges for 2010/11 ○ Check that they are correctly categorised e.g. allotments with garages should be charged as such i.e. £120 per year 	

Department	Regeneration
Service	Restaurant (G099) sales received over the counter in the restaurant or from vending machines. Discretionary services review completed for this service.
Current charge	
Unit cost	No unit cost as such 5% increase applied this year
Volume	
Which category?	
Are the costs being recovered?	
Which Corporate objective does it support? (if discretionary service)	
How was the charge determined?	
Are all the current charges being collected ?	
Is it affected by external factors?	
What are other authorities/ commercial organisations (if applicable) charging?	
Are there any foreseen changes?	
Are there any issues/barriers to increasing the charge?	
Any further questions/information required:	
Recommendation for the charge:	
No longer applicable as the decision has been taken to reduce the service	