

Public services

Charging directory

January 2008



Positively charged

Charging directory

The Audit Commission is an independent body responsible for ensuring that public money is spent economically, efficiently and effectively, to achieve high-quality local services for the public. Our remit covers around 11,000 bodies in England, which between them spend more than £180 billion of public money each year. Our work covers local government, health, housing, community safety and fire and rescue services.

As an independent watchdog, we provide important information on the quality of public services. As a driving force for improvement in those services, we provide practical recommendations and spread best practice. As an independent auditor, we seek to ensure that public services are good value for money and that public money is properly spent.

For further information about the Audit Commission, visit our website at www.audit-commission.gov.uk

About this publication

This charging directory has been developed as part of a national study by the Audit Commission into the use councils are making of their powers to charge for local public services. It is intended as a resource for councils wanting to identify new approaches to designing and managing existing charges, or potential areas for new charges. The examples it contains were submitted by councils in September 2007 in response to an invitation by the Audit Commission. We are keen to include further examples in the directory to maximise its usefulness. Councils can continue to submit examples of how they are using charges to achieve a range of objectives. A template for submitting examples, our national study report, *Positively charged: Maximising the benefits of local public service charges*, and other resources to help councils improve their approaches to charging can be found on our website at www.audit-commission.gov.uk/charging.

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Basingstoke and Deane Borough Council

Posting of site notices on behalf of contractors/developers

Contact details for further information

Name:	Richard Wareham
Role:	Engineering and Traffic Manager
Telephone:	01256 845216
Email:	richard.wareham@basingstoke.gov.uk

Brief description of the service for which charges have been introduced

The posting of site notices on behalf of contractors/developers

What charges have been introduced?

£50 for up to three A3 sized notices, £10 per notice thereafter

Concessions related to these charges

None

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	Yes
Influence individuals' behaviour	
Minimise council tax increases	Yes
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Typically, site notices are posted by the majority of contractors and/or developers. Many of these notices are a statutory requirement and in cases where the contractors/developers request the Council to erect them, it is felt appropriate to have an agreed charging regime in place so that the costs incurred can be recovered. The charge of £50 reflects the hourly rate for personnel to visit the site and erect the relevant notice to street furniture. In most circumstances, a visit to site to erect notices would not exceed one hour of an officers time. There are no transactional costs.

What benchmarking or market research did the council undertake to inform the level of charge?

No bench marking has been undertaken against other local councils; however, seven contractors tendering for this Council's own minor works contract have provided rates of between £10 and £46 for the erection of one A4 sized notice.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

There is unlikely to be an impact on different user groups as in most cases this charge would only be levied on contractors/developers (not private householders).

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

None

How did the council notify service users and the public of the introduction of the charges?

Contractors/developers are notified of the charge as and when they request the Council to erect notices on their behalf.

What has happened since the council introduced the charges?

Not applicable.

Information provided by the Council in September 2007.

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Basingstoke and Deane Borough Council

Replacement bus passes

Contact details for further information

Name:	Ian Robertson
Role:	Principal Transport Planner
Telephone:	01256 845256
Email:	ian.robertson@basingstoke.gov.uk

Brief description of the service for which charges have been introduced

Provision of replacement (lost) concessionary fares bus passes

What charges have been introduced?

£5 first occurrence £10 each subsequent loss

Concessions related to these charges

Pass is for free bus travel under statutory provision

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	Yes
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Token fee to cover expended costs. Time and materials

What benchmarking or market research did the council undertake to inform the level of charge?

None

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

None – not significant item

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

None

How did the council notify service users and the public of the introduction of the charges?

Published in annual scheme leaflet

What has happened since the council introduced the charges?

Not significant. Has highlighted persistent offenders.

Information provided by the Council in September 2007.

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Basingstoke and Deane Borough Council

Entrance protection markings

Contact details for further information

Name:	Richard Wareham
Role:	Engineering and Traffic Manager
Telephone:	01256 845216
Email:	richard.wareham@basingstoke.gov.uk

Brief description of the service for which charges have been introduced

The provision of an entrance protection marking on the highway following a request by a member of the public.

What charges have been introduced?

£50 per marking

Concessions related to these charges

None

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	Yes
Influence individuals' behaviour	
Minimise council tax increases	Yes
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

The Council regularly receives requests for entrance protection markings to be applied on the highway to discourage inappropriate parking by others. There is no requirement on the Council to provide these markings. The entrance protection marking is an advisory marking provided following a request from a resident. This type of marking is only used where it is considered appropriate by an officer and in accordance with Department for Transport guidance.

It is considered appropriate to levy a charge for this service, rather than utilise an alternative Traffic Management budget (which is targeted at the provision of on-street parking controls). This will help to ensure any future requests are fully justified.

The proposed charge of £50 reflects the cost of an officer visiting the street, making

an assessment, placing a purchase order for a contractor to undertake the work and implementation costs. This charge also reflects transactional costs associated with processing the purchase order and the associated invoice.

What benchmarking or market research did the council undertake to inform the level of charge?

There has been no direct benchmarking process; however, other nearby local councils are known to apply a charge of up to £50.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

No research has been undertaken.

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

None

How did the council notify service users and the public of the introduction of the charges?

People requesting an entrance protection marking are notified of the charge as and when they make a request.

What has happened since the council introduced the charges?

Not applicable.

Information provided by the Council in September 2007.

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Blackburn with Darwen Borough Council

Transport to adults social services daycare facilities

Contact details for further information

Name:	Joanne Scott-Kenyon
Role:	Corporate Accountant
Telephone:	01254 585893
Email:	

Brief description of the service for which charges have been introduced

Charging for transport from home to adults social services daycare facilities / luncheon clubs.

What charges have been introduced?

£1 per journey.

Concessions related to these charges

None

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Some public consultation was carried out.

What benchmarking or market research did the council undertake to inform the level of charge?

Comparison to other local authorities.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

Public consultation – some users already in receipt of mobility benefits.

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

How did the council notify service users and the public of the charges?

Letters issued to all service users.

What has happened since the council introduced or revised the charges?

Some clients have stopped going to luncheon clubs – refuse to pay for transport.

Information provided by the Council in September 2007.

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Blackburn with Darwen Borough Council

Provision of Personal and Community Development Learning courses

Contact details for further information

Name:	Joanne Scott-Kenyon
Role:	Corporate Accountant
Telephone:	01254 585893
Email:	

Brief description of the service for which charges have been introduced

Charging for provision of Personal and Community Development Learning courses.

What charges have been introduced?

Sept 06 - £1 per hour plus £5 enrolment fee
Sept 07 - £2 per GLH plus £5 enrolment fee.

Concessions related to these charges

No course fee charged to those in receipt of benefit

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

With the introduction of fees, a minimum of £1 per hour was charged to minimise any detrimental effect on the take up of places (previously courses were free). A gradual increase is planned over the next few years to try to recover 50% of direct annual cost of course. The £5 enrolment fee contributes towards administration costs.

What benchmarking or market research did the council undertake to inform the level of charge?

Comparison to other local authorities and local Adult Education providers

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

Consultation through Learner Forums and research through the Annual Learner Satisfaction Survey.

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

Approval of the introduction and subsequent increase of fees was given by the Executive Board.

How did the council notify service users and the public of the charges?

Service users were informed through the Adult Learning Programme and loose leaf flyer distributed at the venues where courses are held.

What has happened since the council introduced or revised the charges?

Some income has been generated and this is increasing. There has been little detrimental effect on take up of courses, as people who cannot afford to pay are fee remitted. There is a feeling that fee charging has helped to improve the quality of the provision, as learners want value for money and are more inclined to feedback if they are not satisfied with the service they are paying for.

Information provided by the Council in September 2007.

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Blackburn with Darwen Borough Council

Selective Landlord Licensing

Contact details for further information

Name:	Joanne Scott-Kenyon
Role:	Corporate Accountant
Telephone:	01254 585893
Email:	

Brief description of the service for which charges have been introduced

Selective Landlord Licensing. The Council is proposing 2 pilot areas for approval by Central Government.

What charges have been introduced?

The anticipated charge is in the region of £500.00. However it is not envisaged that there will be an overall profit as the licence fee must not exceed the cost of implementation and operation of the scheme.

Concessions related to these charges

None

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Not known at present.

What benchmarking or market research did the council undertake to inform the level of charge?

None at present.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

Still in the preparatory stage.

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

How did the council notify service users and the public of the charges?

What has happened since the council introduced or revised the charges?

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Cheshire County Council

County Telecare Service as part of Community Care Service

Contact details for further information

Name:	Vance Gallagher
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Brief description of the service for which charges have been introduced

County Telecare Service as part of Community Care Service

What charges have been introduced?

Maximum charge per week is £9.28 irrespective of how many pieces of equipment are provided. This is for monitoring and response services.

Concessions related to these charges

The charge is subject to a Fairer Charging Assessment so varies according to income/savings of the user.

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	
Fund introduction of new service(s)	Yes
Manage demand for service(s)	
Promote access to services for low income households	Yes
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Charge is the full cost of the individual service charge from the community alarm service. As charges are reduced for those on low incomes the total level of recovery represents approx 35% of the service cost.

What benchmarking or market research did the council undertake to inform the level of charge?

There were no other services to benchmark against as we are one of the first authorities to introduce this charge. Supporting People costs were looked at to gain some basic background.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

Not really an issue as is means tested. However, it was considered as part of a wider public consultation exercise on increased charges.

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

Normal process to charge for Community care services. Resistance is to charging generally not to this specific charge.

How did the council notify service users and the public of the introduction of the charges?

A mix of leaflets, face to face briefing by social workers and website information.

What has happened since the council introduced the charges?

Cheshire County Council generated £14.5k in 2006-07 and expect to double this figure in 2007-08. It is estimated that 30 people refused the service due to cost in first year. This policy is contributing to the objective of helping people live at home.

Information provided by the Council in September 2007.

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East Sussex County Council

On-street car parking

Contact details for further information

Name:	John Robbins
Role:	Transport Strategy Manager (developed the scheme)
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Brief description of the service for which charges have been introduced

Introduction of controlled parking zone with on-street parking charges across whole town centre in Lewes and substantial part of surrounding residential areas; introduction of charging for parking for staff, cabinet members and visitors at County Hall as part of the Council's Travel Plan and as adopting decriminalised parking enforcement powers in conjunction with Lewes District Council allowing co-ordinated management of on- and off-street parking across the District.

Decriminalised parking had already been adopted in Hastings (by Hastings Borough Council as the County Council's agent) and it is planned to roll out decriminalised enforcement and to extend controlled parking across the County.

What charges have been introduced?

The guiding principle is that space has a value and that, for transport, environment and asset management reasons, the charge for use of that space should reflect its value.

Charges fall into three main categories: Pay and display for "one-off" parking; permits for regular or special parking and Penalty charge notices (PCNs) for parking in breach of the regulations.

Pay and Display charges are higher in the town centre (50p per 15 minutes) and taper further out (£1.50 all day in outer area) in order to make most efficient use of premium spaces and to pursue transport and environmental objectives. Charges are higher on-street than in nearby car parks.

All staff at County Hall pay £1 per day and surplus income (after costs) is used to promote "green" travel initiatives under a Travel Plan.

Permit charges are graduated to give incentives to purchase low polluting vehicles and are higher for a second than a first vehicle. A first resident permit costs £90 (but £15 for the least polluting vehicle). A business permit costs £1000. A range of other permits cater for residents' visitors, tradespeople and others.

Penalty charges levels are set nationally (£60 reduced to £30 if paid promptly).

Concessions related to these charges

Permits effectively offer a concession to regular and special users (residents, their visitors, businesses, tradespeople, health workers) relative to the Pay & Display charge. A specific discount on the price of resident visitor permits is available to residents who are housebound.

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	Not an objective but if surplus is generated it is applied to local transport improvements
Maintain existing service provision	Yes
Fund service improvement	Yes
Fund introduction of new service(s)	Yes
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	Yes
Influence individuals' behaviour	Yes
Minimise council tax increases	Yes
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	Yes, transport policy, demand management, encouragement of sustainable travel choices, healthy living etc. economic objectives
Other:	

How were the charges determined?

Target (and legal requirement) is for scheme to be self-financing. Overall level of charges is set in order to satisfy that that requirement. Individual charges and, in particular, relativities, are set to achieve transport, economic and environmental objectives (rapid turnover in premium locations, demand management, reduction in traffic "churning" in narrow historic streets or in residential streets)

Principal transactional costs are associated with administration (permit issue etc) revenue collection (ticket machines), enforcement (parking attendants) and notice processing (consideration of "appeals" against the issue of PCNs).

What benchmarking or market research did the council undertake to inform the level of charge?

Benchmarking was (and continues to be) carried out against neighbouring and other authorities, primarily to compare costs rather than charges. Charges are sensitive to the specific local geographical, economic and other circumstances and direct comparison is less relevant.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

Extensive consultation was carried out in partnership with District council over a period of five years. Parking was developed in response to wider transport issues and this linkage was vital to the successful implementation of the scheme. As a matter of deliberate policy, the scheme sought to impact differently on different groups (residents, shoppers, commuters, businesses etc) and to influence travel behaviours at the margin, partly through price mechanisms.

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

Yes, the issue was extremely controversial and there was strong opposition from some quarters. Members were strongly committed to the implementation of the scheme because it was a key element of a wider transport strategy.

Objection was overcome though comprehensive engagement with the community, working in partnership with the District Council, extensive local consultation and communication, a preparedness to respond flexibly and constructively where possible and to explain openly where not possible.

How did the council notify service users and the public of the introduction of the charges?

The matter was, in any event, widely covered in local media which was, in part helpful and, to the extent that information was not always correct, in part unhelpful. Printed material (newsletters etc) was distributed to all households within the affected area (and made available to others) at several key stages in the process. The same information was available on our website.

A parking shop was opened several months before the scheme went live and served as a focus for information. A family of leaflets explaining the scheme to specific groups (eg residents, businesses, visitors) or dealing with specific issues (eg what to do if you get a PCN) was made available both in print and electronically.

What has happened since the council introduced the charges?

The scheme influenced travel behaviours largely as anticipated and the scheme is contributing to the achievement of transport and other targets.

A greater turnover of parking was achieved in the town centre with 10% more people parking in the town centre on a typical day. Parking moved further out from the centre allowing residents in the town centre easier parking close to their homes. However, this created new problems (as expected) in some surrounding residential streets and the scheme was subsequently extended into those streets at the request of residents. The level of traffic circulating within the town reduced to 2001 levels.

Income proved to be lower than anticipated, largely because take-up of permits (allowing people to park at discounted rates) was higher than projected. Costs proved to be higher than expected principally because of exceptionally high levels of vandalism. No surplus income has yet been generated from on-street parking. Surplus from parking at County Hall has been used to fund discounted bus travel, improved cyclist facilities and other initiatives intended to promote sustainable travel choices.

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Exeter City Council

Boat cradle fees

Contact details for further information

Name:	Ian Cowe
Role:	Leisure Manager
Telephone:	01392 165336
Email:	ian.cowe@exeter.gov.uk

Brief description of the service for which charges have been introduced

Revision of charges in respect of boat cradle fees

What charges have been introduced?

Boat cradle fees were restructured to a monthly charge per metre, instead of the previous seasonal charge per cradle, to make charging simpler and fairer for all.

Concessions related to these charges

None.

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	Yes
Promote equity or fairness	Yes
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Aim to recover full cost of providing the cradles (high capital cost recovered over about 10 years).

What benchmarking or market research did the council undertake to inform the level of charge?

None.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

Feedback from customers, especially those hiring a cradle for a relatively short period, suggested a fairer system was needed.

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

None.

How did the council notify service users and the public of the charges?

Schedule of fees and charges is sent annually to all existing customers and is displayed at all boating sites. Council website which details all charges for council services and charges displayed in relevant public areas notifying potential customers.

What has happened since the council introduced or revised the charges?

Income has been maintained, while charging is fairer as it now relates more precisely to the duration of the hire. Billing is more straightforward, as boats are also charged per metre per month.

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Exeter City Council

Land Charges

Contact details for further information

Name:	Nicola Morley
Role:	Accountant
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Brief description of the service for which charges have been introduced

Land Charges

What charges have been introduced?

The charges below were revised:

ITEM	FEE £
1. Official search (LLC1) in respect of one parcel of land.	
(a) In the whole of the register	
(i) By electronic means	13.00
(ii) In any other case	15.00
(b) In any one part of the register	
(i) By electronic means	13.00
(ii) In any other case	15.00
In respect of any additional parcel of land	2.00
	(no maximum)
2. Personal search in the whole or in part of the register in respect of one parcel of land	11.00
In respect of each additional parcel subject to a maximum of £16.00	1.00
3. Office copy of any entry on the register	1.50
4. Registration of a charge in Part 11 of the register (light obstruction notices)	67.00
5. Filling a definitive certificate of the Lands Tribunal under Rule 10(3)	2.50
6. Filing a judgement, order or application for the variation or cancellation of any entry in Part 11 of the register	7.00
7. Inspection of documents filed under Rule 10 in respect of each parcel of land	2.50

ITEM	PROPOSED FEE £
1. CON 29 submitted by electronic means	47.00
2. CON 29 submitted by other means	54.00
3. Additional question (optional enquiries Part II)	2.00
Additional enquiry	2.00
Extra parcel	2.00

Concessions related to these charges

None

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Aim to achieve 100% cost recovery except for Personal Searches where the fee is prescribed by the Lord Chancellor, it is expected that a loss will be made in this area.

What benchmarking or market research did the council undertake to inform the level of charge?

Based on guidance from the DCA/DCLG and CIPFA.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

None as revision of fees prescribed by DCA/DCLG.

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

None

How did the council notify service users and the public of the charges?

Committee paper/Internet

What has happened since the council introduced or revised the charges?

At the first quarter 2007/08 a break even position had been achieved.

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Exeter City Council

Scrapstore

Contact details for further information

Name:	Sally Reeve
Role:	Principal accountant
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Email:	sally.reeve@exeter.gov.uk

Brief description of the service for which charges have been introduced

Revision of charges in respect of Exeter Scrapstore

What charges have been introduced?

Annual membership and group membership fees were reduced to encourage the smaller playgroups, which are often short of cash, to join. The cost paid then, per bag, for the 'scrap' was increased so that groups could control their own expenditure and hopefully would think twice about taking 'scrap' they maybe would not use. Membership has risen by 20% and therefore the success of this exercise lies with the fact that more groups are now benefiting from the Scrapstore

Concessions related to these charges

None

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	Yes
Other:	

How were the charges determined?

Aim to recover full cost of service provision

What benchmarking or market research did the council undertake to inform the level of charge?

None

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

None

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

None

How did the council notify service users and the public of the charges?

Council website which details all charges for council services and the Scrapstore quarterly newsheet

What has happened since the council introduced or revised the charges?

A small increase in income has resulted from these changes and 20% more groups, especially small groups, are now accessing the 'scrap'

Information provided by the Council in September 2007.

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Forest Heath District Council

Car Parks

Contact details for further information

Name:	Andrew Claydon
Role:	Strategic Director (Resources)
Telephone:	01638 719000
Email:	andrew.claydon@forest-heath.gov.uk

Brief description of the service for which charges have been introduced

Car parking in a Market Town

What charges have been introduced?

Various depending on the car park i.e. short stay or long stay and proximity to the Town Centre

Concessions related to these charges

No charge for disabled blue badge holders

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	Yes
Fund introduction of new service(s)	
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	Yes
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Charges were initially calculated to cover operational costs and an estimate of projected costs of improvements. Councillors reduced the charges following public consultation.

What benchmarking or market research did the council undertake to inform the level of charge?

Consultants researched other rural Councils with similar market towns

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

Public consultation – breakfast meetings with businesses, roadshows, public meetings and advertisements in local newspapers

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

Some resistance from the public, the Town Council and the local media. Some resistance overcome by setting up a park and ride service, improving lighting, working with the County Council to improve the road layout and access. Local businesses wanted a free period of parking which Councillor's agreed to.

How did the council notify service users and the public of the introduction of the charges?

Advertising in the press, press releases, leaflets on cars and new signs

What has happened since the council introduced the charges?

Currently reviewing displacement and the feasibility of a residents' permit parking scheme.

Information provided by the Council in September 2007.

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Kent County Council

Use of staff car parks to the public at weekends

Contact details for further information

Name:	Maureen Allen
Role:	Facilities Officer - SHQ
Telephone:	01622 694168
Email:	maureen.allen@kent.gov.uk

Brief description of the service for which charges have been introduced

Use of KCC staff car parks as pay and display car parks at weekends

What charges have been introduced?

Car parking charges:	
Up to 1 hour	£0.70p
1 – 3 hours	£1.40
3 - 4 hours	£2.70
Up to 8 hrs	£5.00
Night time rate 19:00 to 07:00	£2.00

Concessions related to these charges

None

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	
Generate surplus income (where permitted)	Yes
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

The estimated revenue to KCC is £70K from the parking charges per annum (not yet realised).

The costs are in line with Borough Council Meters and other car parks.

Start up costs approx £28k

What benchmarking or market research did the council undertake to inform the level of charge?

Bench marked against other local council car parks

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

N/A

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

N/A

How did the council notify service users and the public of the introduction of the charges?

Prior signage

What has happened since the council introduced the charges?

April 2007 to present, income generated approx £6k.
No impact on any group.
Objectives of £70k not met.

Information provided by the Council in September 2007.

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Kent County Council

Entrance fees at country parks

Contact details for further information

Name:	B. T. Gould
Role:	Head Of Finance – E&R Directorate
Telephone:	01622 694035
Email:	barry.gould@kent.gov.uk

Brief description of the service for which charges have been introduced

Provision of parking within the major Country Parks

What charges have been introduced?

A flat fee of £1 for parking at all major CPs except one new site, where lower tiered charges are in operation. (Please note; entrance to the CPs is free).

Concessions related to these charges

An annual parking pass at £20 is also available. Disabled parking is free.

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	A contribution towards the Service
Generate surplus income (where permitted)	
Maintain existing service provision	A contribution towards the Service
Fund service improvement	Medium Term aim
Fund introduction of new service(s)	Medium Term aim
Manage demand for service(s)	Planned cheaper rate at week-day
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	Mid-week reduced charge planned
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other: Encourage car sharing through increased prices over medium term	Yes

How were the charges determined?

Cost of pay and display machines to be recovered. Largely historic low basis, but incremental increases planned, and then judge public reaction. Road Traffic Orders being considered for the application of penalty charges.

What benchmarking or market research did the council undertake to inform the level of charge?

Looked at what other Authorities do – which ranges from free to substantially higher fees.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

A survey now underway, to inform future policy on fees.

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

Adverse comments received from parishes and media.

How did the council notify service users and the public of the introduction of the charges?

Signs and posters a month before charges were introduced. At that time the Kent web-site was not in existence, but this will be used for future information dissemination.

What has happened since the council introduced the charges?

Annual income is in the region of £150k to £200k. Income has been used within the CP Service. Suspect usage has only been minimally affected, but poor weather confuses the picture. Some complaints received, but less than anticipated. Objectives being met, so far, but medium term objectives yet to be tested.

Information provided by the Council in September 2007.

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Kettering Borough Council

Pre-planning advice

Contact details for further information

Name:	Peter Chaplin
Role:	Development Manager
Telephone:	01536 534635
Email:	peterchaplin@kettering.gov.uk

Brief description of the service for which charges have been introduced

Pre Planning Advice Service

We are intending to introduce a pre-application advice service with charge later in 2007; this provides the customer with advice before submitting an application to help with preparation issues.

As part of the service we will be providing the following

Seek to ensure that there is consistency in dealing with your pre planning application advice and any subsequent applications for planning permission.

Information on key planning policies and previous planning decisions

Named contacts

Advice in relation to all relevant planning matters and the planning merits of the proposal

Informal comments and guidance, which are without prejudice, on the content, construction and presentation of an application likely to satisfy the Council's planning policies

What charges have been introduced?

Currently being reviewed published at a later date when scheme begins.

Concessions related to these charges

Exemptions – The charging scheme will not apply to advice sought in connection with small business premises, and related advertisement proposals, householder schemes (small extensions/ alternations), listed building and conservation area consents affecting domestic property, certificates of lawfulness, enforcement or advice to any local resident affected by a development. Such advice at this time will continue to be provided free of charge.

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	Yes
Fund introduction of new service(s)	Yes
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	Yes
Influence individuals' behaviour	

Minimise council tax increases	Indirectly
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other: Better Partnerships With Regular Planning Agents	Yes

How were the charges determined?

The Council aims to recover costs of delivering the Pre Planning Advice service. The costs are split into 3 categories and the time required for each is estimated. There are no transactional costs associated with this fee.

What benchmarking or market research did the council undertake to inform the level of charge?

The council discussed its proposal with a number of regular planning agents most could see the reasons for charging and provided fees were reasonable would use a charging Pre Planning Advice service. The council also benchmarked against other local authorities.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

We are not going to be charging householders for extensions, the Pre planning advice is aimed at planning agents, developers and large developments. We have evaluated the impact on vulnerable user groups by having specific exemptions. The council held an Agents consultations event and there was general acceptance and suggestions for a charging structure.

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

The main issue is to introduce a fee that from an planning agents point of view is not open ended e.g. what happens with additional meetings with officers and isn't excessive relative to cost of making a formal application. Also that the service can provide certainty on response and advice.

How did the council notify service users and the public of the introduction of the charges?

The introduction of this service will be advertised on the Councils website and Letters/ literature to planning agents.

What has happened since the council introduced the charges?

Pre Planning Application Service has not yet been introduced but is to improve service delivery with time specific outcomes.

Information provided by the Council in September 2007.

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Kettering Borough Council

Mercury abatement

Contact details for further information

Name:	Guy Holloway
Role:	Acting Head of Environmental Health
Telephone:	01536 410333
Email:	guyholloway@kettering.gov.uk

Brief description of the service for which charges have been introduced

Mercury Abatement

What charges have been introduced?

The Council have added a fee of £35 per crematorium to help fund future mercury abatement initiatives proposed by CAMEO. Annually, the income generated is being placed into a reserve until such time when the resources are required.

The fee was increased from £25 in 2006/07.

Concessions related to these charges

No charge for under 18's.

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	Yes
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	Yes
Influence individuals' behaviour	
Minimise council tax increases	Yes
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other: To assist the council in complying with mercury emissions legislation	Yes

How were the charges determined?

The cost was based on the likely contribution to CAMEO for mercury abatement burden sharing.

What benchmarking or market research did the council undertake to inform the level of charge?

DEFRA and CAMEO provided guidance associated with the various options relating to mercury abatement obligations facing local Councils. The Council subsequently agreed to use these as a basis for charging.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

The Council consulted with funeral directors on the options proposed and the possible fee levels required. Funeral directors have and continue to support the fee structure adopted by the authority.

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

The Council has continued to consult all associated stakeholders regarding the fees applied. There have been no issues encountered whilst this policy has been in place.

How did the council notify service users and the public of the introduction of the charges?

Through Consultation
Update price lists
Writing to customers (Funeral Directors)

What has happened since the council introduced the charges?

£55k was generated during 2006/07 and this has been set aside in a Mercury Abatement reserve to assist CAMEO.

Clearly the Council is making steps to comply with the mercury abatement obligations it faces over the next few years.

Information provided by the Council in September 2007.

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London Borough of Brent

Storage of furniture for those in temporary accommodation

Contact details for further information

Name:	Jackie Blundell
Role:	Temporary Accommodation Manager
Telephone:	020 8937 2072
Email:	jackie.blundell@brent.gov.uk

Brief description of the service for which charges have been introduced

Removal and Storage of Personal Possessions of Households being assisted under Part 7 of the Housing Act 1996 (as amended)

What charges have been introduced?

Charges	Removals (Into and out of storage and Property to Property)	Monthly Storage
Category A	Under this charging category all customers with an income up to or below £20,000 p.a. will be required to pay the full cost of £60 for one container and up to a maximum of £120 for two or more containers.	Under this charging category all customers with an income up to or below £20,000 p.a. will be required to pay £15 per month for a container and up to a maximum of £30 per month for two or more containers.
Working Customers with a household income up to or below £20,000 p.a.		
Category B	Under this charging category all customers who are not working will be required to pay a flat charge of £50	Under this charging category all customers who are not working will be required to pay a flat charge of £10 per month
Non-working Customers Or working less than 16 hours a week		

Concessions related to these charges

Reduce charges for non-working and part-time working households (Category B)
Waiving of charges for very vulnerable households e.g. customer with mental health problems

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes, but only partially
Generate surplus income (where permitted)	
Maintain existing service provision	Yes – but envisaged a reduction in use of the service
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	Yes
Promote access to services for low income households	Yes – Category B reduced rates
Promote equity or fairness	Yes
Influence individuals' behaviour	Yes
Minimise council tax increases	Yes

Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

It was expected that the introduction of charges would encourage households not to abuse the service by asking for goods to be stored which they then later ask the Council to dispose of. Further, that they would not store possessions which they did not consider justified the expenditure. A reduction in the use of the service was therefore envisaged. However, since the introduction of charges in July 2006, we have found that customers have continued to use the service at around the same level as previously.

The rates were set at levels that the Council considered were reasonable charges to make to homeless households.

What benchmarking or market research did the council undertake to inform the level of charge?

Researched services offered by Harrow Council and Ealing Council. In particular related to charges used by Harrow.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

None.

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

None.

How did the council notify service users and the public of the introduction of the charges?

Outside agencies and internal customers were notified in advance that a charging system was to be introduced for the service.

An information document was produced and made available to homeless households.

What has happened since the council introduced the charges?

During the period July 2006 to July 2007 an income of £24,299 has been generated. However, expenditure on the service for the same period was £325,262. All jobs in store prior to July 2006 remain free of charge as they went into store free of charge. The number of free jobs in store is gradually decreasing.

The Council had expected that less people would want to use the service because they would not want to pay the charges. However, this has not proved to be the case, and the service continues to be used as much as previously.

The Council is currently:

- Reviewing the cost-effectiveness of the current charging service. Any income obtained from customers has to be set against increased staffing costs for running the service.
- Considering increasing the charges to customers.

London Borough of Brent

Daycare services

Contact details for further information

Name:	-
Role:	-
Telephone:	-
Email:	-

Brief description of the service for which charges have been introduced

Day care for adult social care.

What charges have been introduced?

£3.50 per day for each attendance

Concessions related to these charges

Exemption for people sectioned under the Mental Health Act, training, employment services

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

It was a new charge and it was set at a level that was likely to be acceptable to members and service users.

What benchmarking or market research did the council undertake to inform the level of charge?

Survey of charges through ADSS – Greater London

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

Full consultation. Meetings with service users. Website. Leaflet translated into 8 languages, Braille and pictograms for people with learning disabilities.

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

Opinion from the consultation returns was divided with a surprising number supportive of paying the new charge.

How did the council notify service users and the public of the introduction of the charges?

Through a consultation exercise and letters to all service users

What has happened since the council introduced the charges?

The software supplier has failed to deliver the promised additional functionality and the charge has not been applied.

Information provided by the Council in September 2007.

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London Borough of Merton

Adult social care transport

Contact details for further information

Name:	Lorraine Taylor
Role:	Financial Assessments Manager
Telephone:	020 8545 4150
Email:	lorraine.taylor@merton.gov.uk

Brief description of the service for which charges have been introduced

Transport to Adult Social Care Day Centres

What charges have been introduced?

Maximum charge of £2.50 per day via Fairer Charging Financial Assessment

Concessions related to these charges

No specific concessions apart from those exemptions included within Fairer Charging Policy or required by law

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	Yes
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

A reasonable maximum daily charge after consultation with other authorities and service users and carer

What benchmarking or market research did the council undertake to inform the level of charge?

Researched Fairer Charging Policies of various other local authorities and CIPFA Financial Assessments Benchmarking Club

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

Extensive consultation with service users via newsletter / questionnaire and meetings. This related to a wider review of charges covered by Fairer Charging and not just transport. Considerable concern was raised especially regarding affordability, billing and payment arrangements. Particular concern was raised by learning disability service users and carers.

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

In addition to the concerns noted above the Health & Community Care Overview & scrutiny Panel raised a number of concerns

How did the council notify service users and the public of the introduction of the charges?

Newsletters, personal letters, meetings

What has happened since the council introduced the charges?

This charge was only introduced in April 2007 and these matters are currently being monitored and will be evaluated in due course'

Information provided by the Council in September 2007.

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London Borough of Southwark

Gambling premises licence fees

Contact details for further information

Name:	Richard Parkins
Role:	Health, Safety and Licensing Manager
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Email:	richard.parkins@southwark.gov.uk

Brief description of the service for which charges have been introduced

The issuing of licences and other related consents under the Gambling Act 2005. The Act came into effect in the summer of 2007 and provided a new regulatory system to govern the provision of all gambling in Great Britain, other than the National Lottery and spread betting. Under the Act, the Gambling Commission and the local licensing authorities become responsible for issuing a range of licences and other related consents. As the licensing authority for Southwark, the Council has become responsible for issuing various classes of gambling premises licence and other permits and consents.

What charges have been introduced?

Gambling Premises License Fees

Concessions related to these charges

Not applicable. However, fees and charges are set to ensure that the general Southwark Community does not carry any financial burden for the cost to the Authority for carrying out its new responsibilities under the Gambling Act 2005.

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	
Fund introduction of new service(s)	Yes
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles.	
Other:	

How were the charges determined?

The Gambling (Premises Licence Fees) (England and Wales) Regulations 2007 provide that, in the case of premises licences, local licensing authorities may set their own fees subject to those fees not exceeding the stated permitted maxima. The Regulations are being treated by the Department of Culture Media and Sports

(DCMS) as a test case, in that they set maximum fee levels, but permit licensing authorities' discretion to set fees within the maxima.

Fees may only be set at a level that recovers the costs of providing the service. This does not include start-up costs and does not take account of costs incurred by other sections of the Council acting as responsible authorities under the Gambling Act 2005.

On this basis, an exercise was carried out by the Licensing Service which aimed to examine the costs of the various premises licence applications processes, by identifying the steps of the processes, the level of staff that is likely to undertake the various stages of the process and the time likely to be taken to complete each task. With the exception of application fees related to the various casino licences, application fees were set on the basis of these calculations with a 20% contingency added to cover additional and unforeseen work outside the anticipated process.

In the case of the various casino licence fees the full maximum fee level was proposed. This is on the basis that Southwark currently has no licensed casinos and the Authority had not undertaken any work to examine the reaction of the Southwark community to the potential establishment of a casino operation within its area.

The fees set out in the attached spreadsheet represent fees for the transitional period of the Gambling Act 2005 from the 21st May through to the 1st September and for the first financial year 2007/2008. Thereafter, gambling fees are required to be reviewed annually.

What benchmarking or market research did the council undertake to inform the level of charge?

As this is the first year of the new gambling fees, benchmarking is not applicable. However, the DCMS intends to collate and publish fees set by each licensing authority in the first year, while carrying out a series of case studies of each type of premises and each region, before considering whether the maxima needs to be adjusted from April 2008. Similarly, the Authority will carry out an exercise to record all costs incurred dealing with gambling licensing activities and conduct a full review of these fees and charges at the end of the financial year.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

All fees are payable by the gambling trades. Maximum fees are set by the DCMS. There is no obligation to consult, but as stated above, fees will be reviewed at the end of the financial year.

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

The gambling industry is apprehensive about how the new licensing regime will work in practice and, particularly, there is concern that it will face unjustifiable costs. The DCMS and LACORs have therefore, written jointly to all local authority chief executives emphasising that it is not expected that many councils will need to set fees at or near the maximum.

Authorities that charge more than they need do not only risk public exposure, they risk contributing to the curtailment or removal of the discretion in years to come.

How did the council notify service users and the public of the charges?

This fee schedule was set at a time when the Service was dealing with all local gaming and betting operations on the conversion process from the old licensing regime to the new. Operators were informed directly of the costs involved in applying for the new licences. Information on fee levels is now maintained on the service web site and is provided upon request through other media.

What has happened since the council introduced or revised the charges?

The level of fees as well as the total income and expenditure for the service will be reviewed as part of the business planning process for the 2008/2009 financial year.

Information provided by the Council in September 2007.

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London Borough of Southwark

Burial and Cremation Services

Contact details for further information

Name:	Terry Connor
Role:	Cemeteries and Crematoria Manager
Telephone:	020 7639 3121
Email:	terry.connor@southwark.gov.uk

Brief description of the service for which charges have been introduced

Burial and Cremation Services

What charges have been introduced?

Cemetery and Cremation fees and charges – fees are reviewed annually, but it has been agreed that, from January 2008, fee increases will take effect from 1st January as opposed to 1st April each year.

Concessions related to these charges

Charges are subsidised for Southwark residents. Grants are also available from the DSS to those on income support. Please note that, this applies to the person(s) arranging the funeral and not the deceased.

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	Yes
Maintain existing service provision	Yes
Fund service improvement	Yes
Fund introduction of new service(s)	Yes
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	Yes
Achieve wider strategic policy objectives, e.g., encouraging healthy lifestyles.	
Other:	

How were the charges determined?

Legislation dictates that there are no constraints on the level of income received / charged in this area.

As part of the Medium Term Financial Strategy, it is Southwark Council's policy to increase fees by a minimum of 2% above the rate of inflation, where there is discretion, unless this would have an adverse effect on service usage or where an increase would impact on the community's ability to pay for such services.

Comprehensive benchmarking with other local authority's and other service providers is carried out in this area and fee increases are proposed annually so as to keep the Southwark rates competitive whilst keeping out of borough fees slightly less than neighbouring authorities. The year on year decline in the death rate is also a factor

that is taken into consideration when proposing increases. Income levels need to be sustained in order to maintain the existing service, fund service improvements such as the introduction of a Mausoleum and manage demand for the service such as purchasing a new cremator, as well as maintaining the grounds etc. Most of the larger funeral directors are invoiced, so the transactional costs will depend on what method of payment is chosen by the Customer. For cash and cheques there is a weekly collection from Cashier's Services at a cost of approximately £14 and a core cost per transaction of £0.88.

What benchmarking or market research did the council undertake to inform the level of charge?

Yes – see above.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

There is no obligation to consult. As stated above, Southwark rates are competitive compared to other local authorities and other organisations.

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

No

How did the council notify service users and the public of the charges?

All local Funeral Directors were written to and supplied with a new pricing structure, and new price lists displayed in office reception

What has happened since the council introduced or revised the charges?

Raising fees and charges has not generated additional income, but has gone some way to funding the budget gap and maintain income levels sufficient to cover the cost of the service and fund service improvements.

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London Borough of Southwark

Library Services and Hire of Halls

Contact details for further information

Name:	Pam Usher
Role:	Library Service Manager
Telephone:	020 7525 3918
Email:	pam.usher@southwark.gov.uk

Brief description of the service for which charges have been introduced

Library Services and Hire of Halls – these fees and charges were completely reviewed and re-structured as part of the 2007/2008 budget process.

What charges have been introduced?

Various changes to Library fees and charges.

Concessions related to these charges

No lending charge for Books, Talking Books, Spoken Word, Language Courses and Children's story tapes.
No fines for late returns for under 17's, over 60's, housebound, registered disabled, blind or partially sighted.
Discounted fees for Community Organizations hiring library halls.

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	Yes
Maintain existing service provision	Yes
Fund service improvement	Yes
Fund introduction of new service(s)	Yes
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	Yes
Minimise council tax increases	
Achieve wider strategic policy objectives, e.g., encouraging healthy lifestyles. Basic Skills training – reflect that residents need access.	Yes
Other: Increase take-up of service usage.	Yes

How were the charges determined?

Although most of the above applies, it should be noted that Income is not guaranteed, especially as the service is free at the point of usage. Charges are set with regard to the overall cost of service provision, but this very rarely results in a surplus of income.
A key priority for the Library Service is to increase take up of service and in particular, to engage with the 80% of residents who currently do not have a library ticket. In arriving at fee levels, this priority has been balanced with the requirement to generate income without creating barriers to usage for the target groups being

encouraged to use the service.

In line with other organisations (see below) the charges set are considered reasonable.

The transactional costs are minimal. Library staff collect the income as part of their daily duties and Cashiers Services bank the money received at a maximum cost of £20 per collection, but this charge is often waived as the amounts collected are not material.

What benchmarking or market research did the council undertake to inform the level of charge?

Fees and charges are benchmarked using the publication by Sheffield University – Fees and charges in Public Libraries in England and Wales (SINTO)

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

There is no obligation to consult on Library fees. The fees were reviewed in 2007/2008 for the first time in several years.

As stated above, the requirement to generate income has been balanced with the need to increase the take up of service usage, which is a key priority. This has actually resulted in a decrease in charges and in some cases, the removal of charges e.g. no lending charge for language courses.

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

There has been some resistance from particular user groups, to the increase in the rates set for hiring library halls. However, this area has been heavily subsidised in the past and the review concluded that the new rates are still reasonable and competitive, especially as the organisations in question are running businesses from the Halls.

How did the council notify service users and the public of the charges?

Notices in Libraries and published on the Council's website

What has happened since the council introduced or revised the charges?

This is the first year of the revised charges and the full impact cannot be assessed at present. However, fees have been set to encourage usage and to maximise income in areas such as the lending of DVD's. Both usage and income levels will be reviewed at the end of the financial year.

Information provided by the Council in September 2007.

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Melton Borough Council

Pest Control

Contact details for further information

Name:	Carol Darby
Role:	Senior Accountant – Housing & Special Projects
Telephone:	01664 502502
Email:	cdarby@melton.gov.uk

Brief description of the service for which charges have been introduced

Domestic Treatments of Rat Infestations

What charges have been introduced?

£20 per Domestic Treatment

Concessions related to these charges

No charge to recipients of income related benefit

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Bring charges into line with neighbouring authorities	Yes

How were the charges determined?

Council is not aiming for full cost recovery. The charges were determined by comparison with neighbouring authorities and private contractors with the aim of offering a service which is comparable to other authorities but below the charges in the private sector.

What benchmarking or market research did the council undertake to inform the level of charge?

Charges were compared for our neighbouring authorities, members of the Environmental Health Group and the Leicestershire Pest Liaison Group

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

No research or consultation was undertaken with service users or members of the public. The impact on households receiving income related benefit would be none as this concession would stand.

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

No resistance to the introduction of the charge was met.

How did the council notify service users and the public of the charges?

Service users and members of the public are notified of the charge upon enquiry

What has happened since the council introduced or revised the charges?

Although there has been a slight reduction in service requests (seeming to show at the same levels as in 1997) it is difficult to fully quantify until a full year has passed. There have been no increases in rat sightings or complaints and no health issues have arisen since the introduction of the charge.

Information provided by the Council in September 2007.

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Mid Sussex District Council

Pre-planning application meetings

Contact details for further information

Name:	Nick Rogers
Role:	Development Control Manager
Telephone:	01444 477341
Email:	NickR@midsussex.gov.uk

Brief description of the service for which charges have been introduced

Pre-planning application meetings

What charges have been introduced?

<p>Charges No chargeable advice will be given over the telephone.</p> <p>Planning Service £100 fixed fee for a meeting and where more than one officer has to attend i.e., Architectural Adviser the fee is increased by £50 per officer in attendance. £50 to respond to a pre-application enquiry by letter. This includes responses to research enquires.</p> <p>Trees and Landscape Service Trees and Landscape Service £20 to attend a pre-application site meeting concerning householder proposals. £20 to respond to a pre-application enquiry by letter. £50 to attend a pre-application meeting concerning a minor/major category proposal. In the case of an emergency tree matter no charge will be levied.</p> <p>Payment of Charges All fees to be paid in advance and will be receipted.</p>

Concessions related to these charges

No charges made for householder pre-application meetings.

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	

Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Charges based on:
Discussions with our Planning Agent Focus Group
Costs based on officer time spent researching in advance, attendance at the meeting, issuing a note / letter following the meeting.
Simple structure and charges introduced to minimise admin, transactional costs, allow payers to calculate charges in advance.

What benchmarking or market research did the council undertake to inform the level of charge?

Corporate Improvement Team researched other local authorities, in particular, we looked at the charges, system and service offered by Purbeck District Council.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

Consultation was carried out with our agent focus group – they were very supportive of a pre-application service and some suggested higher fees than the Council finally determined. In addition, we had previously conducted research with arboriculturalists concerning a charge for pre-application on tree issues.

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

We worked closely with the Cabinet Portfolio Holder and debated whether a charge for householders should be introduced as part of the scheme.

How did the council notify service users and the public of the charges?

We advised agents from our records and produced a service guide which was posted on our website.

What has happened since the council introduced or revised the charges?

This scheme to date has been successful, the pre-application service has been maintained and there has been little, if any, resistance to payments.

Information provided by the Council in September 2007.

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North Cornwall District Council

Garden waste collection

Contact details for further information

Name:	V Palk
Role:	Waste Minimisation Manager
Telephone:	01208 262800
Email:	verity.palk@ncdc.gov.uk

Brief description of the service for which charges have been introduced

Collection of bulky household waste Collection of garden waste

What charges have been introduced?

£10 charge for collection of bulky household waste items such as fridges £1 per sack for garden waste collection (landfilled) 0.25p per sack for garden waste collection (composted)
--

Concessions related to these charges

No charge to householders in receipt of income support for bulky waste only

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	Yes
Manage demand for service(s)	Yes
Promote access to services for low income households	Yes
Promote equity or fairness	
Influence individuals' behaviour	Yes
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

To recover the cost of the service whilst keeping the cost at an affordable level.
--

What benchmarking or market research did the council undertake to inform the level of charge?

Research against other LA's, particularly neighbouring authorities, consultation with Councillors.
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What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

How did the council notify service users and the public of the introduction of the charges?

Publicity, leaflets etc

What has happened since the council introduced the charges?

No income generated, just income to offset the cost of the scheme.
Service satisfaction levels are still high. Garden waste now being diverted from landfill and also bulky items going for re-use and not being loaded into RCVs.

Information provided by the Council in September 2007.

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North Somerset Council

Motor Salvage Operators Registrar

Contact details for further information

Name:	P Gendle
Role:	Scientific Officer
Telephone:	01934 634839
Email:	peter.gendle@n-somerset.gov.uk

Brief description of the service for which charges have been introduced

Holding of a register of Motor Salvage Operators

What charges have been introduced?

£70 charge for registration

Concessions related to these charges

The fee is a triennial charge

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

In line with the LGA recommendation 2002 (£40-70)

What benchmarking or market research did the council undertake to inform the level of charge?

None

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

None

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

None

How did the council notify service users and the public of the charges?

Direct notification from council and use of council website

What has happened since the council introduced or revised the charges?

All process operators are now registered.
The council objectives are satisfied.

Information provided by the Council in September 2007.

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North Somerset Council

Pest control

Contact details for further information

Name:	-
Role:	-
Telephone:	-
Email:	-

Brief description of the service for which charges have been introduced

Pest control – charge for treatment of rats in domestic properties

What charges have been introduced?

£15.00 per treatment

Concessions related to these charges

No charge to householders in receipt of income support

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

What benchmarking or market research did the council undertake to inform the level of charge?

Proposed charge was compared with those charged by other local authorities in Somerset, Gloucestershire and the former Avon area

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

No consultation

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

None

How did the council notify service users and the public of the charges?

Advised when requesting service

What has happened since the council introduced or revised the charges?

Usage of service and income generated will be reviewed after six months.

Information provided by the Council in September 2007.

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North Somerset Council

LLC1 Certificate of Search requests

Contact details for further information

Name:	Sandra Humphreys
Role:	Local Land Charges Manager
Telephone:	01934 634 942
Email:	sandra.humphreys@n-somerset.gov.uk

Brief description of the service for which charges have been introduced

Processing local authority LLC1 Certificate of Search requests

What charges have been introduced?

The local authority revised the LLC1 Certificate of search fee from 1 August 2007 to £40.00 postal requests and £33.00 electronic requests

Concessions related to these charges

Reduction of the postal fee by 18% for service users that request electronic LLC1 certificate of search

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Through consultation with Officers (Decision Notice)

What benchmarking or market research did the council undertake to inform the level of charge?

Researched other local authorities in the area

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

Not applicable

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

No.

How did the council notify service users and the public of the charges?

Local authority website, and mail shot sent to service users and voicemail message.

What has happened since the council introduced or revised the charges?

Unable to measure any impact as the changes introduced are at early stages

Information provided by the Council in September 2007.

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North Somerset Council

Local authority Con29R Enquiries of Search

Contact details for further information

Name:	Sandra Humphreys
Role:	Local Land Charges Manager
Telephone:	01934 634 942
Email:	sandra.humphreys@n-somerset.gov.uk

Brief description of the service for which charges have been introduced

Processing local authority Con29R Enquiries of Search

What charges have been introduced?

The local authority revised the Con29R Enquiries of Search fee from 1 August 2007 to £130.00 postal requests and £107.00 electronic requests

Concessions related to these charges

Reduction of the postal fee by 18% for service users that request electronic Con29R Enquiries of Search

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Through consultation with Officers (Decision Notice)

What benchmarking or market research did the council undertake to inform the level of charge?

Researched other local authorities in the area

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

Not applicable

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

No.

How did the council notify service users and the public of the charges?

Local authority website, and mail shot sent to service users and voicemail message.

What has happened since the council introduced or revised the charges?

Unable to measure any impact as the changes introduced are at early stages

Information provided by the Council in September 2007.

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North Somerset Council

Home care

Contact details for further information

Name:	Donna Miles
Role:	ASS&H Accounts Manager
Telephone:	01275 884068
Email:	donna.miles@n-somerset.gov.uk

Brief description of the service for which charges have been introduced

Removal of the maximum limit for the weekly charge for home care.

What charges have been introduced?

In 05/06 there was a maximum limit for the weekly charge of £160, this has been removed in subsequent years.

Concessions related to these charges

N/A

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	Yes
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

N/A as new charges not introduced

What benchmarking or market research did the council undertake to inform the level of charge?

N/A as new charges not introduced

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

Regional benchmarking of Home Care charges, including all neighbouring authorities. Service users are financially assessed to pay what they can afford so no

impact on low income households. The impact would only affect service users above the highest capital threshold. If they were not happy with the charge, they have the option to purchase direct through the independent sector.

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

Minimal complaints received from existing service users at the removal of the maximum weekly charge for home care.

How did the council notify service users and the public of the charges?

Service users receive an update of their charges with their invoice after rates approved at Full Council. The Council publishes a Fees & Charges booklet and this detail is available on the public website.

What has happened since the council introduced or revised the charges?

Additional income has been received and customer satisfaction levels remain constant. The change did not affect the Council's objectives.

Information provided by the Council in September 2007.

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North Somerset Council

High hedge complaints

Contact details for further information

Name:	Jane Brewer
Role:	Tree Officer
Telephone:	01275 888522
Email:	jane.brewer@n-somerset.gov.uk

Brief description of the service for which charges have been introduced

Administration of a high hedge complaint

What charges have been introduced?

£400 paid by complainant.

Concessions related to these charges

If complainant in receipt of income related benefit the fee is £200

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	Yes
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

The Council aims to cover its costs by charging for this service.

A regulatory Impact Assessment was carried out following Government public consultation. The Impact Assessment indicated the range of costs that could be incurred by the Council in dealing with complaints. The charge was set at a level at which it was considered that costs as a whole would be recovered.

Transactional costs associated with the service charge are, officer time costs for site visits, party liaison and complaint administration.

What benchmarking or market research did the council undertake to inform the level of charge?

The Council undertook an Impact Assessment to determine how much it cost the Council to deal with complaints. The Council did not benchmark its intended charges against other local councils.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

None

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

No issues/barriers

How did the council notify service users and the public of the charges?

Via its annual Fees and Charges publication.

What has happened since the council introduced or revised the charges?

No excess income has been generated and no changes in service usage have occurred.

Information provided by the Council in September 2007.

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North Somerset Council

Waste collection

Contact details for further information

Name:	Ian Edser
Role:	Group Manager Streets & Open Spaces
Telephone:	01934 888 802
Email:	streetsandopenspaces@n-somerset.gov.uk

Brief description of the service for which charges have been introduced

Provision of additional green bags as part of the councils green waste collection service

What charges have been introduced?

£1 per additional bag supplied through a range of council and independent outlets

Concessions related to these charges

All householders were provided with a free bag at the commencement of the scheme and where the bag has been lost or damaged replacements are provided free of charge. The charge is to cover where householders wish to use more than one bag for the disposal of green waste at the kerbside

Objectives the council hopes to achieve by introducing the charge(s)

	Yes
Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

This is not seen as an income generator, the charge is used to offset the purchase and distribution costs of green bags. The cost takes into account the manufacture, delivery, distribution and VAT able elements of the provision of the green bags

What benchmarking or market research did the council undertake to inform the level of charge?

No – as the charge was set based upon the above

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

One free bag is provided to all residents eligible for the scheme and £1 for an additional bag is deemed to be an acceptable level which was set to cover the costs only – not as a form of income generation. Note bags should last at least 2 years and free bags are provided where they are lost or damaged

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

No – the scheme has been very well received

How did the council notify service users and the public of the charges?

Through a high profile promotional campaign

What has happened since the council introduced or revised the charges?

The councils objectives are being met in that the scheme has a high take up and is meeting the requirements in respect of diversion of BMW from landfill.

Information provided by the Council in September 2007.

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Peterborough City Council

Pest Control services and Stray Dog fines

Contact details for further information

Name:	Peter Harris
Role:	Pest Control And Dog Service Manager
Telephone:	01733 453557
Email:	peter.harris@peterborough.gov.uk

Brief description of the service for which charges have been introduced

Increase in charges for Pest Control services and Stray Dog fines.

What charges have been introduced?

AS OF 2/1/07

- Call out. Increase from £75 (only) to £80 plus cost of treatment.
- Rodents. Increase from £15 (flat rate) to £40 (for 4 visits) and thereafter £20 per visit
Insects (less bees and wasps) Increase from £40 to £60
Wasps/bees. No change at £40
Self generated insects (bedbugs/cockroaches). Increase from £60 to £120 per hour.
Commercial hourly rate. Increase from £50 to £60 per hour.
Stray dogs with ID. Increase from £15 (flat rate) to £40 plus £10 per night kennelling M/T/W/Th.
Stray dogs without ID. Increase from £65 (flat rate) to £80 plus £10 per night kennelling M/T/W/Th
Micro chipping cats and dogs. Increase from £15 to £40 per pet.

Concessions related to these charges

Rodents. Customers on income support or pension credit will pay £20 for up to 4 visits and thereafter £10 per visit.

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	Yes
Maintain existing service provision	Yes
Fund service improvement	Yes
Fund introduction of new service(s)	
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	Yes
Influence individuals' behaviour	Yes
Minimise council tax increases	Yes
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	Yes
Other:	

How were the charges determined?

£130K required to offset the cost of the service. Costs are calculated on labour and material/running costs. Cost increases for each service area have been calculated to achieve this.

What benchmarking or market research did the council undertake to inform the level of charge?

Survey of charges for other regional/comparable Local Authorities
Telephone survey of local private pest control firms to benchmark prices

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

No consultation work carried out. Concessions made for those on Income support and Pension Credit.

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

Agreement by Leader of Council for cost increases. Some complaints by customers but no adverse media.

How did the council notify service users and the public of the introduction of the charges?

Telephone enquiries upon booking. Prices put on Web page for service.

What has happened since the council introduced the charges?

It currently appears that the service is 'breaking even' with monthly fluctuations on income from previous years. The service continues to be fully used and it appears that there is no drop off in service requests. Community group requests are monitored in some areas and cross working with other internal agencies is undertaken.

Information provided by the Council in September 2007.

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Peterborough City Council

Webcasting of cremations

Contact details for further information

Name:	David Adams
Role:	Bereavement Team Manager
Telephone:	01733 262639
Email:	david.adams@peterborough.gov.uk

Brief description of the service for which charges have been introduced

Web Broadcast of Cremation Services

What charges have been introduced?

£45 for each service recorded for webcasting

Concessions related to these charges

N/A

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	Yes
Maintain existing service provision	
Fund service improvement	Yes
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	Yes
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other: To make cremation services available to those unable to attend the service at the crematorium	Yes

How were the charges determined?

The charge was recommended by the service provider on the basis of at cost (£30.00) plus 50%.

What benchmarking or market research did the council undertake to inform the level of charge?

Service provider supplied information about charges applied by other crematoria for this new service, bearing in mind that only 3 or 4 other cremation authorities offered this service before Peterborough

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

None

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

The only issues for this new service were educating the funeral directors and officiants/clergy.

How did the council notify service users and the public of the introduction of the charges?

Local media publicity; information to funeral directors, including demonstration of new service and Bereavement Services website and literature.

What has happened since the council introduced the charges?

Uptake in the first year (2007/08) averages one webcasting per month – better than expected. Surplus on each service contributes to the funding and development of Bereavement Services whilst also proving an overall surplus to the Council, to offset Council Tax increases, of circa £200k.

Information provided by the Council in September 2007.

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Peterborough City Council

Replacement wheeled bins

Contact details for further information

Name:	-
Role:	-
Telephone:	-
Email:	-

Brief description of the service for which charges have been introduced

Replacement wheeled bins

What charges have been introduced?

No charges have yet been introduced – it is proposed to introduce charges for replacement wheeled bins. This will be subject to a Cabinet Decision Notice within the next two months.

Concessions related to these charges

N/A

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	Yes
Minimise council tax increases	Yes
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other: Encourage individuals to take their bins in off the streets after waste collection to make areas safer for pedestrians	Yes

How were the charges determined?

Based upon the cost of a replacement bin and the cost of delivery.

What benchmarking or market research did the council undertake to inform the level of charge?

Noted the costs of other local authorities, ie, Cambridge City Council

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

To be undertaken as part of the decision making process

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

N/A

How did the council notify service users and the public of the introduction of the charges?

N/A

What has happened since the council introduced the charges?

N/A

Information provided by the Council in September 2007.

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South Norfolk Council

Collection of Garden Refuse

Contact details for further information

Name:	Terry King
Role:	Senior Management Accountant
Telephone:	01508 533919
Email:	tking@s-norfolk.gov.uk

Brief description of the service for which charges have been introduced

Collection of Garden Refuse (Brown Bins)

What charges have been introduced?

£40 per bin (some concessions)

Concessions related to these charges

£20 for those on benefit

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	Yes
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	Yes
Promote equity or fairness	
Influence individuals' behaviour	Yes
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	Yes
Other:	

How were the charges determined?

Calculated at break even cost

What benchmarking or market research did the council undertake to inform the level of charge?

Looked at others but decided on break even cost

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

Satisfaction survey on two pilot areas. Old People's forum.

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

Resistance from OAPs – previously free service for them. Discount switched to reflect ability to pay rather than age.

How did the council notify service users and the public of the charges?

Leaflet drop to every household, press coverage.

What has happened since the council introduced or revised the charges?

Income good. Looking at charges – being held at present. About to revitalise customer generation.

Information provided by the Council in September 2007.

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West Devon Borough Council

Car Parking

Contact details for further information

Name:	Lisa Buckle
Role:	Head of Finance
Telephone:	01822 813644
Email:	lbuckle@westdevon.gov.uk

Brief description of the service for which charges have been introduced

Car Parking – Formula based tariff increases

What charges have been introduced?

Car parking Pay & Display charges were increased in June 2006.

Concessions related to these charges

Season tickets are available in some car parks.
In addition, disabled drivers who display a Blue Badge are entitled to park for an additional hour, following the expiry of a valid Pay & Display ticket (half an hour in Bank Square car park).

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Four options were thought through and presented to the Members who opted for 2 yearly increases based on RPI each year. This will then enable the Members to have confidence that there will be sufficient funds available to cover the future planned maintenance costs.

What benchmarking or market research did the council undertake to inform the level of charge?

Car Parking fees have been a very sensitive area for many years and a vast wealth of background knowledge is held by both the Officers and Members alike. Past fee increases and positioning of different types of parking have been closely monitored in

terms of public satisfaction and usage of the facilities. Members therefore wished to have a set formula to ensure a clear open door policy on any future increases in line with public demand.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

In January 2007, the West Devon Car Parking Strategy was implemented by the Environment & Community Committee. This strategy was drafted by the Strategy Group, which comprises of Members and officers from all towns in which we have Pay & Display car parks, together with representatives from town/ parish councils and local trading/ business organisations. The same group were consulted in respect of the Pay & Display charges that were implemented in June 2006, and have since been consulted in respect of next year's Pay & Display charges. This has enabled both user and business views to be taken into account in setting fees.

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

Any fee increases are resisted by the public and therefore Members requested the formula based option to provide clarity and obtain approval well in advance of any increase.

How did the council notify service users and the public of the charges?

By public notice in the local press and by notices in all car parks.

What has happened since the council introduced or revised the charges?

The revised charges will not take effect until April 2008.

Information provided by the Council in September 2007.

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Wokingham Borough Council

Inspection of solely electrical work under building regulations

Contact details for further information

Name:	Neil Badley
Role:	Deputy Corporate Head PR&E
Telephone:	01189746370
Email:	neil.badley@wokingham.gov.uk

Brief description of the service for which charges have been introduced

Inspection of solely electrical work under building regulations

What charges have been introduced?

£352.50 inc VAT

Concessions related to these charges

None

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Based on WBC administration and technical service costs plus the cost of electrical contractor to carry out tests on installation

What benchmarking or market research did the council undertake to inform the level of charge?

Matter was discussed at LABC Berkshire.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

The change was welcomed by qualified electricians, householders were not consulted because clearly those wanting to do DIY electrics would object to the

charge. The purpose of the charge is to discourage DIY electricians by passing on the true cost of the service to the applicant. Applicants who have objected have not been able to find an approved inspector willing to take on the work at a comparable price.

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

None other than that outlined above.

How did the council notify service users and the public of the charges?

BC charges are publicly published.

What has happened since the council introduced or revised the charges?

There has been minimal uptake on the service. The main users have been electricians proving their competence prior to getting Part P self certification status with an approved body.

Information provided by the Council in September 2007.

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Wokingham Borough Council

Scaffold Licenses

Contact details for further information

Name:	Neil Badley
Role:	Deputy Corporate Head PR&E
Telephone:	01189746370
Email:	neil.badley@wokingham.gov.uk

Brief description of the service for which charges have been introduced

Issuing of Scaffold Licenses

What charges have been introduced?

£65

Concessions related to these charges

None

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Based on WBC administration and technical service costs.

What benchmarking or market research did the council undertake to inform the level of charge?

Matter was discussed at LABC Berkshire and generally benchmarked with BM group.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

None

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

None

How did the council notify service users and the public of the charges?

BC charges are publicly published

What has happened since the council introduced or revised the charges?

The charge is generally accepted as it is widely made by LABC for this service.

Information provided by the Council in September 2007.

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Wokingham Borough Council

Car Parking

Contact details for further information

Name:	Customer Care
Role:	Environment Services
Telephone:	(0118) 974 6302 / 03
Email:	car.parks@wokingham.gov.uk

Brief description of the service for which charges have been introduced

Car Parking

What charges have been introduced?

Various, see <http://www.wokingham.gov.uk/transport-roads-waste/parking/car-parks>

Concessions related to these charges

See <http://www.wokingham.gov.uk/transport-roads-waste/parking/car-parks>

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	Yes
Maintain existing service provision	Yes
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	Yes
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	Yes
Other:	

How were the charges determined?

The council aim to recover all costs involved in providing the service. Costs are calculated based on historical expenditure and foreseeable demands.

What benchmarking or market research did the council undertake to inform the level of charge?

Checked charges applicable in neighbouring authorities public car parks.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

Consulted with representatives of local traders (Chamber of Commerce, etc.) and public consultation inviting comment through advertisements in local press and at each car park effected plus letters to relevant parties likely to be substantially effected.

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

Yes there was resistance from some parties and the council's decision to increase charges was subject to call-in and a scrutiny committee.

How did the council notify service users and the public of the charges?

Advertisements in local press and at each car park effected plus letters to relevant parties likely to be substantially effected.

What has happened since the council introduced or revised the charges?

Additional income has been used to support the annual council budget. Usage of the car parks has been closely monitored and reported to Council members. Only a small decrease in usage has been noted at certain sites and the budget targets are being achieved.

Information provided by the Council in September 2007.

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Wokingham Borough Council

Golf fees

Contact details for further information

Name:	Chris Buggy
Role:	Countryside Service Team Leader
Telephone:	0118 9342016
Email:	chris.buggy@wokingham.gov.uk

Brief description of the service for which charges have been introduced

Golf fees

What charges have been introduced?

Revision of green fees and season tickets

Concessions related to these charges

Reduced rates for children and older golfers depending upon tee times.

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	Yes
Maintain existing service provision	Yes
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	Yes
Influence individuals' behaviour	
Minimise council tax increases	Yes
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	Yes
Other:	

How were the charges determined?

The council aim to recover all costs involved in providing the service. Comparison with similar provision and to manage demand and use of the course in off peak times.

What benchmarking or market research did the council undertake to inform the level of charge?

Benchmarked against other local provision both private sector and local government courses

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

Not applicable

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

Some users were resistant to changes.

How did the council notify service users and the public of the charges?

Through on site information

What has happened since the council introduced or revised the charges?

Very difficult to say as the income is weather dependant and comparative data from the past few years is of limited quality. However afternoon use of the site by seniors appears to be up , this was one of the aims of the fee changes.

Information provided by the Council in September 2007.

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Wokingham Borough Council

Paddling pool fee at country park

Contact details for further information

Name:	Chris Buggy
Role:	Countryside Service Team Leader
Telephone:	0118 9342016
Email:	chris.buggy@wokingham.gov.uk

Brief description of the service for which charges have been introduced

Introduction of paddling pool entry fee at California Country Park

What charges have been introduced?

£1 per person entering the pool, 50p refundable deposit on pool wrist bands

Concessions related to these charges

Not applicable

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	Yes
Fund introduction of new service(s)	
Manage demand for service(s)	Yes
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	Yes
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Questionnaire to the public demonstrated support for the principle of charging
Charges were calculated by analysing the running costs for the pool for the period of opening (including the extension from previous years) with an estimation of usage to allow us to calculate a per head charge.

What benchmarking or market research did the council undertake to inform the level of charge?

Comparison with other Country Parks, paddling pools etc.
Discussion with Local Parish Council.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing or revising the charges? What were the findings from consultation?

Site users were asked if they would support the introduction of a charge for the pool in general; the response was favourable.

Were there any issues or barriers that the council had to address before introducing or revising the charge? How were these overcome?

The impact of the charging was minimised as we extended the pool opening by over a month and the charges allowed us to do so.

How did the council notify service users and the public of the charges?

The charges were introduced to the public through a press release and by ensuring we had on site signage.

What has happened since the council introduced or revised the charges?

The income has significantly contributed to running costs. Pressure on the pool in peak times has been more manageable. Numbers of users is difficult to compare as this is dependant upon good weather (2007 not a good summer).

Information provided by the Council in September 2007.

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Worcestershire County Council

Scaffold & hoarding licences

Contact details for further information

Name:	Debi Harrison
Role:	Environmental Services - Income Generation Officer
Telephone:	01905 728783
Email:	dharrison@worcestershire.gov.uk

Brief description of the service for which charges have been introduced

Scaffold & hoarding licences

What charges have been introduced?

Increased charge from £50 to £70 per calendar month (or part)

Concessions related to these charges

None

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Reviewed costs

What benchmarking or market research did the council undertake to inform the level of charge?

Compared to 33 other highway authorities

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

-

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

None

How did the council notify service users and the public of the introduction of the charges?

Contacted users

What has happened since the council introduced the charges?

Extra income generated. No real change in usage as yet

Information provided by the Council in September 2007.

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Worcestershire County Council

Road Closure applications

Contact details for further information

Name:	Debi Harrison
Role:	Environmental Services - Income Generation Officer
Telephone:	01905 728783
Email:	dharrison@worcestershire.gov.uk

Brief description of the service for which charges have been introduced

Road Closure applications

What charges have been introduced?

Revised charge to £1000 per authorisation

Concessions related to these charges

None

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Reviewed costs

What benchmarking or market research did the council undertake to inform the level of charge?

Compared to 33 other highway authorities

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

-

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

None

How did the council notify service users and the public of the introduction of the charges?

Contacted users

What has happened since the council introduced the charges?

Extra income generated

Information provided by the Council in September 2007.

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Worcestershire County Council

Temporary Traffic Signals applications

Contact details for further information

Name:	Debi Harrison
Role:	Environmental Services - Income Generation Officer
Telephone:	01905 728783
Email:	dharrison@worcestershire.gov.uk

Brief description of the service for which charges have been introduced

Temporary Traffic Signals applications

What charges have been introduced?

Introduced £75 charge per application

Concessions related to these charges

None

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Looked at costs

What benchmarking or market research did the council undertake to inform the level of charge?

Compared to 33 other highway authorities

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

-

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

None

How did the council notify service users and the public of the introduction of the charges?

Contacted users

What has happened since the council introduced the charges?

Newly generated income - possible reduction in 3-4 way lights due to using 2 way lights instead

Information provided by the Council in September 2007.

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Worcestershire County Council

Letters regarding search enquiries

Contact details for further information

Name:	Debi Harrison
Role:	Environmental Services - Income Generation Officer
Telephone:	01905 728783
Email:	dharrison@worcestershire.gov.uk

Brief description of the service for which charges have been introduced

Letters regarding search enquiries

What charges have been introduced?

Increased charge from £20 to £30

Concessions related to these charges

None

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Reviewed costs

What benchmarking or market research did the council undertake to inform the level of charge?

None

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

-

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

Introduction of HIP may affect numbers

How did the council notify service users and the public of the introduction of the charges?

Contacted local solicitors

What has happened since the council introduced the charges?

Extra income generated per letter. Usage down but possibly due to HIP

Information provided by the Council in September 2007.

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Worcestershire County Council

Lane Closure applications

Contact details for further information

Name:	Debi Harrison
Role:	Environmental Services - Income Generation Officer
Telephone:	01905 728783
Email:	dharrison@worcestershire.gov.uk

Brief description of the service for which charges have been introduced

Lane Closure applications

What charges have been introduced?

Introduced £70 charge per application

Concessions related to these charges

None

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Looked at costs

What benchmarking or market research did the council undertake to inform the level of charge?

No information available

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

-

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

None

How did the council notify service users and the public of the introduction of the charges?

Contacted users

What has happened since the council introduced the charges?

Newly generated income. No change in usage

Information provided by the Council in September 2007.

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Worcestershire County Council

Private Street Works licences

Contact details for further information

Name:	Debi Harrison
Role:	Environmental Services - Income Generation Officer
Telephone:	01905 728783
Email:	dharrison@worcestershire.gov.uk

Brief description of the service for which charges have been introduced

Private Street Works licences

What charges have been introduced?

Revised charges to New £300 & Existing £150 per authorisation

Concessions related to these charges

None

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Reviewed costs

What benchmarking or market research did the council undertake to inform the level of charge?

Compared to 33 other highway authorities

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

-

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

None

How did the council notify service users and the public of the introduction of the charges?

Contacted users

What has happened since the council introduced the charges?

Extra income generated. Too early to see any change in usage

Information provided by the Council in September 2007.

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Worcestershire County Council

Criminal Records Bureau checks

Contact details for further information

Name:	Debi Harrison
Role:	Environmental Services - Income Generation Officer
Telephone:	01905 728783
Email:	dharrison@worcestershire.gov.uk

Brief description of the service for which charges have been introduced

CRB checks carried out on behalf of private transport operators

What charges have been introduced?

£50 charge to be introduced in 2008 to cover cost and admin

Concessions related to these charges

None

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Looked at CRB & admin costs

What benchmarking or market research did the council undertake to inform the level of charge?

Similar bodies in Worcestershire charge comparable fee

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

-

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

None

How did the council notify service users and the public of the introduction of the charges?

Included in transport contract

What has happened since the council introduced the charges?

Not yet charging

Information provided by the Council in September 2007.

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Worcestershire County Council

Skip Licences

Contact details for further information

Name:	Debi Harrison
Role:	Environmental Services - Income Generation Officer
Telephone:	01905 728783
Email:	dharrison@worcestershire.gov.uk

Brief description of the service for which charges have been introduced

Skip Licences

What charges have been introduced?

Introduced £25 charge per month (or part)

Concessions related to these charges

None

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Looked at other authorities

What benchmarking or market research did the council undertake to inform the level of charge?

Compared to 33 other highway authorities

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

-

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

May encourage fly tipping.

How did the council notify service users and the public of the introduction of the charges?

Invited operators to meeting

What has happened since the council introduced the charges?

Newly generated income - no noticeable affect on usage as yet - operators already paying other authorities

Information provided by the Council in September 2007.

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Worcestershire County Council

Tourist Destination Signage

Contact details for further information

Name:	Debi Harrison
Role:	Environmental Services - Income Generation Officer
Telephone:	01905 728783
Email:	dharrison@worcestershire.gov.uk

Brief description of the service for which charges have been introduced

Tourist Destination Signage

What charges have been introduced?

Increased charge from £75 to £100 per application

Concessions related to these charges

None

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Looked at costs

What benchmarking or market research did the council undertake to inform the level of charge?

Compared to some other local authorities
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What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

-

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

None

How did the council notify service users and the public of the introduction of the charges?

Informed on initial application

What has happened since the council introduced the charges?

Newly generated income - no impact on usage

Information provided by the Council in September 2007.

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Worcestershire County Council

Vehicle Access Provision

Contact details for further information

Name:	Debi Harrison
Role:	Environmental Services - Income Generation Officer
Telephone:	01905 728783
Email:	dharrison@worcestershire.gov.uk

Brief description of the service for which charges have been introduced

Vehicle Access Provision (dropped kerbs)

What charges have been introduced?

£85 non refundable charge per application

Concessions related to these charges

Discount to outstanding applications up to 17/9/07

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	Yes
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Reviewed whole process and set more realistic charge to cover costs

What benchmarking or market research did the council undertake to inform the level of charge?

Reviewed whole process & removed it from our Term Maintenance Contract (TMC)

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

-

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

Had to negotiate removal from Term Maintenance Contract

How did the council notify service users and the public of the introduction of the charges?

Informed on initial application

What has happened since the council introduced the charges?

Newly generated income - too early to gauge impact on usage although improved customer service now provided

Information provided by the Council in September 2007.

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Worcestershire County Council

Training other authorities

Contact details for further information

Name:	Debi Harrison
Role:	Environmental Services - Income Generation Officer
Telephone:	01905 728783
Email:	dharrison@worcestershire.gov.uk

Brief description of the service for which charges have been introduced

Countryside team to provide training to other authorities

What charges have been introduced?

Various charges dependent on event

Concessions related to these charges

Various Discounts

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	Yes
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Will cost for each event

What benchmarking or market research did the council undertake to inform the level of charge?

Looked at other similar organisations and own available expertise

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

Ongoing to identify current demand

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

None

How did the council notify service users and the public of the introduction of the charges?

Advertise to interested parties

What has happened since the council introduced the charges?

Newly generated income per event

Information provided by the Council in September 2007.

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Wycombe District Council

Attendance at dangerous structure incidents

Contact details for further information

Name:	Alison Pipes
Role:	Building Control Manager
Telephone:	01494 421425
Email:	alison_pipes@wycombe.gov.uk

Brief description of the service for which charges have been introduced

Attendance at dangerous structure incidents

What charges have been introduced?

Cost recovery of Building Control Surveyor's time including overheads and 3rd party contractor costs incurred by the Council in removing the danger/securing the building.

Concessions related to these charges

No, this charge is normally passed to insurance company for settlement.

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	
Fund service improvement	
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Costs are based on hourly rates and departmental overheads.

What benchmarking or market research did the council undertake to inform the level of charge?

None, based on Wycombe District Council costs.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

None.

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

Improved internal procedures for ensuring accurate recording of times for cost recovery.

How did the council notify service users and the public of the introduction of the charges?

Advised at the time of the incident.

What has happened since the council introduced the charges?

Recovery of £1,500 as cost recovery per annum (does not include 3rd party costs)

Information provided by the Council in September 2007.

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Wycombe District Council

Street naming and numbering

Contact details for further information

Name:	Alison Pipes
Role:	Building Control Manager
Telephone:	01494 421425
Email:	Alison_pipes@wycombe.gov.uk

Brief description of the service for which charges have been introduced

Street Naming and numbering of new developments and renaming of existing buildings and streets.

What charges have been introduced?

See attached schedule of charges.

Concessions related to these charges

Customers on Wycombe District Council Building Control customer database and the LABC Partner Authority database are not charged for the service. However, any changes made to the development after the naming is confirmed is charged at the usual rate.

Objectives the council hopes to achieve by introducing the charge(s)

Recover costs of service provision	Yes
Generate surplus income (where permitted)	
Maintain existing service provision	Yes
Fund service improvement	Yes
Fund introduction of new service(s)	
Manage demand for service(s)	
Promote access to services for low income households	
Promote equity or fairness	
Influence individuals' behaviour	
Minimise council tax increases	Yes
Achieve wider strategic policy objectives, eg, encouraging healthy lifestyles	
Other:	

How were the charges determined?

Cost recovery, applications were sampled to determine times taken for each type and size of application.

What benchmarking or market research did the council undertake to inform the level of charge?

National survey of Local Authorities to determine who was charging and how much.

What, if any, research or consultation did the council undertake with service users and/or the public prior to introducing the charges? What were the findings from consultation?

As part of decision making process before charging was introduced, notice published in local paper and Parish Councils advised.

Were there any issues or barriers that the council had to address before introducing the charge? How were these overcome?

It was not clear what legislation had been adopted formally and so a formal decision making process had to be followed to ensure the legislation which would enabling charging was properly adopted.

How did the council notify service users and the public of the introduction of the charges?

Published on internet, newsletter and charges schedule.

What has happened since the council introduced the charges?

£5,500 income in first year, estimated to achieve £7,000 current year.

Continue to provide advice and guidance to other Local Authorities who are looking to introduce charging for this service.

Information provided by the Council in September 2007.

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