



Overview and Scrutiny Committee Agenda

Wyre Borough Council
Date of Publication: 25 November 2016
Please ask for : Peter Foulsham
Scrutiny Officer
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Overview and Scrutiny Committee meeting on Monday, 5 December 2016 at 6.00 pm in the Council Chamber, Civic Centre, Poulton-le-Fylde

1. Apologies for absence

2. Declarations of interest

Members will disclose any pecuniary and any other significant interests they may have in relation to the matters to be considered at this meeting.

3. Confirmation of minutes

(Pages 1 - 4)

To confirm as a correct record the minutes of the meeting of the Overview and Scrutiny Committee held on 7 November 2016.

4. Proposed Fees and Charges 2017-18

(Pages 5 - 30)

Clare James, Head of Finance, has submitted a report on the proposed fees and charges for 2017/18 for the committee's comment and approval.

5. Comparing Residential Energy Tariffs and Switching Energy Suppliers - Options for Residents

(Pages 31 - 34)

Mark Broadhurst, Service Director Health and Wellbeing has submitted a report which he will present to councillors, inviting their comments and questions.

6. An exploration of grant funding applications by the YMCA and the Council's role

(Pages 35 - 38)

Mark Broadhurst, Service Director Health and Wellbeing has submitted a report which he will present to councillors, inviting their comments and questions.

7. Performance - The Council's Business Plan 2016 - 17 (Pages 39 - 40)

The Service Director Performance and Innovation, Marianne Hesketh, has submitted a report, the 2nd Quarter Performance Statement 2016/17, July - September 2016.

8. Citizens Advice Bureau Scrutiny Review - Draft Report (Pages 41 - 52)

Councillor Julie Robinson, Chairman of the Citizens Advice Bureau Scrutiny Review group, will present the group's draft report.

9. Overview and Scrutiny Work Programme 2016-17 (Pages 53 - 56)

Marianne Hesketh, Service Director Performance and Innovation, has submitted a report updating the committee about the delivery of the Overview and Scrutiny Work Programme 2016-17.

10. Date and time of next meeting

Monday 9 January 2017 at 6pm.



Overview and Scrutiny Committee Minutes

Notes of the meeting of the Overview and Scrutiny Committee held on Monday 7 November 2016 at the Civic Centre, Poulton-le-Fylde.

Committee members present:

Councillor I Amos
Councillor R Amos
Councillor E Anderton
Councillor C Birch
Councillor Fail
Councillor Hodgkinson
Councillor Ibison

Councillor Jones
Councillor Ormrod
Councillor Reeves
Councillor Robinson
Councillor Matthew Vincent
Councillor Michael Vincent (Chairman)

Officers present:

Garry Payne, Chief Executive
Rosie Green, Policy and Engagement Manager
Peter Foulsham, Scrutiny Officer

Others present:

Councillor Peter Gibson, Leader of the Council
Councillor McKay

OS.35 Apologies for absence

None.

OS.36 Declarations of interest

Councillor Ibison declared an interest in Agenda Item 7 (Local Plan) because a member of his family had submitted a substantial planning application.

OS.37 Minutes of last meeting

RESOLVED that the minutes of the meeting of the committee held on 12 September 2016 be confirmed as a correct record.

OS.38 Strategic Narrative – our vision and goals

Councillor Peter Gibson, Leader of the Council, introduced the Strategic Narrative, describing it as one of the best reports that he had read since joining the council.

The report described how the council would deliver its strategic goals, which included the essential element of increased commerciality, an approach into which officers were now buying.

Garry Payne, Chief Executive, said that it was important to develop a culture whereby the new approach would become embedded. Management Board took the view that all councillors should be involved in the culture change, hence the decision to bring the new vision document to the Overview and Scrutiny Committee before it went to the Full Council. This approach was consistent with the core value 'one team one council'.

The point was made that in order to improve the lives of people in the borough improvements also needed to be made to transport, green infrastructure and health and wellbeing, matters that went beyond the direct responsibility of the council. Mr Payne responded by saying that it was important for the council to work in partnership, quoting Healthy Fleetwood as an example. Councillor Gibson referred to the improvements to the A585 proposed by Highways England. He suggested that the better the infrastructure the more developers who wanted to come to Wyre, so it was always important to get the balance right.

The comment was made that reference to a change of culture was very significant, and required the commitment of all officers and elected members in order to have the desired outcomes for the residents of Wyre. Councillor Gibson concurred with the point made, saying that the role of councillors in bringing about the change of culture was vitally important.

Mr Payne, in response to a further question, said that there were likely to be increased opportunities for the co-location of workers, perhaps with the police or with adult and children's services, and a flexible approach was necessary in order to reach as many members of the community as possible.

RESOLVED

- (i) That Councillor Gibson and Mr Payne be thanked for attending the meeting and for their presentation and comments, and
- (ii) That the report be noted.

**OS.39 (i) Together we make a difference in Wyre;
(ii) Engaging with Communities – review of task group recommendations**

The Chairman proposed and the committee agreed that Items 5 and 6 on the agenda be considered together, because of significant overlap between the two.

Rosie Green, Policy and Engagement Manager, had submitted two reports, the first which detailed the findings and recommendations of a review of the council's 'Shaping Your Neighbourhood' (SYN) approach, the second which summarised how the recommendations of the 'Engaging with Communities' task group had been implemented.

On the basis of the first report, the Cabinet had agreed

- to disestablish the SYN programme including all grant functions and the Lead member role
- to a new approach to neighbourhood engagement in Wyre, as outlined in the report, to provide sustainable, cohesive and place-based solutions to resolve identified community priorities
- that community development and engagement technique training be provided for all Elected members.

There would be an emphasis on working together with partners to make things better for Wyre's residents. The role of ward members was very important and would be brought more clearly into focus by the new proposals.

Councillor McKay, who chaired the 'Engaging with Communities' task group, welcomed the new approach that had been outlined by Ms Green, which she said has been very much in line with the task group's thinking. At the time, however, the task group had to tailor its recommendations in order to bring them into line with the Business Plan, a point confirmed by Councillor Jones.

Ms Green went on to explain that councillors would be encouraged to bring forward higher level projects which would be scoped and costed by members of the engagement team.

RESOLVED

- (i) that Rosie Green be thanked for her report, and
- (ii) that the report be noted.

OS.40 Local Plan

Rea Psillidou, Planning Policy and Economic Development Manager, submitted a report.

RESOLVED that the report be noted.

OS.41 Overview and Scrutiny work programme 2016-17

Peter Foulsham updated the committee about the progress of three task groups on domestic abuse, food hygiene and Citizens Advice Services respectively. The Chairmen of the three task groups (Councillors Reeves, Jones and Robinson) also commented, confirming that all three reviews were on course to be completed within the next two months. It was likely that the domestic abuse review, which had been very active in the past month when meeting with a number of external organisations, would be completed early in the New Year.

Councillor Michael Vincent encouraged members of the committee to identify any topics for review between January and April 2017 and to bring proposals to the next meeting on 5 December for the committee's consideration.

RESOLVED that the report be noted.

OS.42 Date and time of next meeting

RESOLVED that the next meeting of the committee be held at 6pm on Monday 5 December 2016 at the Civic Centre, Poulton-le-Fylde.

The meeting started at 6pm and finished at 6.38pm.

arm/o&s/mins/16/0711



Portfolio Holder Report

The portfolio holder will make a decision on this item after seven days have elapsed (including the date of publication).

Report of:	Portfolio Holder	Date of publication
<p>Garry Payne Chief Executive, Mark Billington Service Director People and Places, Mark Broadhurst Service Director Health and Wellbeing, Marianne Hesketh Service Director Performance and Innovation, Clare James, Head of Finance</p>	<p>Cllr Alan Vincent, Resources Portfolio Holder, Cllr Peter Murphy, Planning and Economic Development Portfolio Holder, Cllr Roger Berry, Neighbourhood Services and Community Safety Portfolio Holder, Cllr Lynne Bowen, Leisure and Culture Portfolio Holder, Cllr David Henderson, Street Scene, Parks and Open Spaces Portfolio Holder, Cllr Vivien Taylor, Health and Community Engagement Portfolio Holder</p>	<p>2016</p>

REVIEW OF FEES AND CHARGES 2017/18

1. Purpose of report

- 1.1 To confirm the proposed fees and charges for the 2017/18 financial year and those being implemented with immediate effect thereby impacting on 2016/17.

2. Outcomes

- 2.1 Increase in income generation to support the Council's Budget.
- 2.2 Continual improvement of service provision.

3. Recommendation/s

- 3.1 That the proposed fees and charges, as set out in Appendix 1, for the financial year 2017/18 be approved.
- 3.2 That the new fees for a building banner at Thornton Little Theatre, funeral

receptions, table slips, stalls at the Food Festival and Christmas Markets and car boot pitches/ clothes rails at Marine Hall (5.2.1) be implemented with immediate effect.

- 3.3 That the fees for any etched, coloured illustration, photo plaque or design works on cemetery memorials (para 5.2.2), fees for caravan rallies (para 5.2.3), fees for advice re the Flood Risk Sequential Indicator (para 5.4.1) and fees for the return of stray dogs or their euthanasia (para 5.6.2), are deleted with immediate effect.
- 3.4 That the exemptions to pre application discussion fees for businesses planning to locate or relocate to the Enterprise Zone and small businesses who are Wyred Up members (5.4.1) be implemented with immediate effect.
- 3.5 That the new fees for the use of land for a funfair on a non-operations day, estates cancellation and administration fees (5.4.4) be implemented with immediate effect.
- 3.6 That the increase to Radar keys (5.6.1) be implemented with immediate effect.

4. Background

- 4.1 The Cabinet last formally considered its charging policy, as part of the Medium Term Financial Plan, at its meeting on 7 September 2016.
- 4.2 In September 1999 the Audit Commission published “The Price Is Right” which advised Councils to focus attention on charges and addresses the following issues:
 - Establish clear principles for charging;
 - Integrating charging into service management and forge links with corporate objectives;
 - Set clear objectives and targets to qualify success in charging;
 - Build an understanding of users and markets;
 - Improve decision making by taking into account the likely impact of changes to charges; and
 - Innovate via imaginative use of charging structures.
- 4.3 In January 2008, the Audit Commission published a further report entitled “Positively Charged”, which identified how different councils’ use their powers to charge for services and draws conclusions that support their earlier publication in that:
 - Charging for local services makes a significant contribution to council finances and for district councils charges make the greatest contribution to service delivery;
 - Councils use charges to influence individuals’ choices and to bring benefits to local communities. Charges can be set to encourage or discourage people to use services and through concessions to pursue local objectives; and
 - Councils need to understand better the likely impact of charges on

users and on patterns of service use.

- 4.4** The report recommends, amongst other things, that where there is a subsidy to provide a service, this is transparent as part of the decision making process; that service managers should be aware of both users and non-users of the service being charged for; to engage services users and taxpayers more in decisions about charging levels and that there should be regular debate on charges and charging policy.
- 4.5** A new briefing entitled 'Income from Charging' was issued by the Audit Commission in September 2013 which used data from the value for money profiles and presented a high level analysis of councils' income from charging and the contribution it makes to service spending and allowed comparisons to other councils of the same type and changes over time. The data was the subject of a value for money review undertaken as part of the Overview and Scrutiny work programme and was considered at the meeting 15 December 2014.
- 4.6** The level of income generated by fees and charges, and in particular projected increases which the Council can influence, forms a key part of the Council's financial planning and is therefore reflected in the Medium Term Financial Plan.

5. Key issues and proposals

5.1 Health and Community Engagement Portfolio

The Health and Community Engagement Portfolio includes income from Pest Control, Food Safety Services, Private Water Supplies and Licencing.

5.1.1 Pest Control

An increase of 1% to the nearest £0.50 is proposed for all pest control services and to maintain the pest control products at the current rate. The wording regarding the domestic discounts has been made clearer. The benefit to public health of operating the pest control service is considered to outweigh the small subsidy provided to the service in the past. In 2015/16 the service achieved a small surplus of £2,633 excluding support service costs.

5.1.2 Food Safety Services

A charge of £1 for each additional copy of food export certificates is proposed. No change is proposed for any other fees in this category.

5.1.3 Contaminated Land

No change is proposed in 2017/18 as fees were increased in 2016/17 and are comparable to other Local Authorities that charge for such enquiries.

5.1.4 Licensing

Amendments to fees and charges for licensing are the responsibility of the Licensing Committee and will be considered later this year.

5.2 Leisure and Culture Portfolio

The main venues within the Leisure and Culture portfolio that generate substantial levels of fee income are the Marine Hall, Thornton Little Theatre and Cemeteries. This portfolio also includes fee income from countryside general, Wyre Estuary Country Park, Rossall Point and outdoor amenities.

5.2.1 Marine Hall and Thornton Little Theatre

It is proposed to increase the non-commercial fees at Thornton Little Theatre by between 3% and 4% and commercial fees by between 4% and 11%. A new £30 fee at Thornton Little Theatre for banner space on the building is proposed with immediate effect and an amendment of the monthly fee for the banner board to fortnightly, reducing the fee from £50 to £40. It is proposed to increase the non-commercial fees at Marine Hall by between 2% and 9% and commercial fees by between 9% and 15%. A new £50 fee for funeral receptions at the Waterfront or Wyre Bar is proposed with immediate effect. No changes are proposed to wedding event prices as these were changed last year, with the exception of the solemnisation of marriage fee that it is proposed is increased to align with the Civic Centre rate. New fees for stalls, based on their size, are proposed with immediate effect for Marine Hall Food Festival, Christmas Market and car boot sales as well as a charge for table slips. The Marine Hall and Thornton Little Theatre continue to be subsidised and the subsidy for prior years for both venues (excluding capital charges) can be seen in the following table.

	Subsidy 2013/14 £	Subsidy 2014/15 £	Subsidy 2015/16 £
Thornton Little Theatre	87,683	63,949	106,882
Marine Hall	299,588	255,435	227,960
Total	387,271	319,384	334,842

5.2.2 Cemeteries

It is suggested to increase the majority of fees by approximately 1%, with fees remaining constant for Fleetwood and Poulton columbarium to encourage sales. No increases are proposed for the use of the chapel, mushroom plaques, granite bench plaques, sundial and baby garden plaques, oak crematoria casket, bronze vase and inscriptions to remain competitive. It is proposed that the fee of £55 for any etched, coloured illustration, photo plaque or design works other than the normal inscriptions be deleted as many memorials have these design works inclusive in the price of the memorial. To compensate for loss of income it is proposed to increase the other headstone and inscription charges by between 2% and 3%. The cemetery service in 2015/16 generated a small surplus.

5.2.3 Leisure Development

It is proposed to increase football pitch fees by between 5% and 15%, with the maximum fee for Senior teams rising from £295 to £310 per season, cricket fees by between 6% and 14% and other hire of fields by 13% to 15%. The £7 fee per caravan for caravan rallies is no longer required and it is proposed to delete this.

5.2.4 Marsh Mill

No increases are proposed to the minimal fees currently being levied.

5.2.5 Visit Wyre

No increase is proposed to the charge for the use of the I-bus to encourage use.

5.2.6 Countryside

No increases are proposed to encourage participation in walks and talks.

5.2.7 Wyre Estuary Country Park/Rossall Point

It is proposed to maintain fees at the current level to encourage use of the areas and attendance at events.

5.2.8 Outdoor Amenity Charges

New fees for bowling were introduced in February 2016 after consultation with bowling clubs therefore no further increase is currently proposed. No increases are proposed to the charges for pitch and putt or crazy golf as these are comparable to others in the market.

5.3 Neighbourhood Services and Community Safety Portfolio Holder

The main service within the Neighbourhood Services and Community Safety portfolio that generates a substantial level of fee income is car parking. This portfolio also includes income from Housing Renovation Grants.

5.3.1 Car Parking

Cabinet at their meeting 9th April 2014 agreed the adoption of the Car Parking Strategy 2014-19 and in particular 'that in order to fully assess the impacts of the new arrangements with Booths and to support local businesses, all parking charges be frozen at their current rates until a full assessment of the impact could be made.' A review of car parking charges incorporating resident's passes is being conducted and a separate report will be produced on its completion. All charges for Teanlowe Car Park and Ball Street have now been removed.

5.3.2 Housing

No increase is proposed to fees and the charge for the Handyperson service will remain at £10 to encourage continued use of the service with an ageing population.

5.4 Planning and Economic Development Portfolio

The three main service areas within the Planning and Economic Development Portfolio that generate substantial levels of fee income are

Planning, Building Control and Fleetwood Market.

The majority of the Building Control Fees are set in accordance with the Building Regulations Act 2010 allowing authorities to fix their own charges based on full cost recovery. The Head of Built Environment has the delegated authority to amend these fees as necessary. Similarly, all tenancy matters, including market rents are delegated to the Head of Built Environment. The fees for submitting planning applications required by Legislation are set nationally and there is no current indication that the statutory fees which came into force 6 April 2014 will change in the near future.

5.4.1 Development Control

The majority of discretionary income relates to pre-application discussion fees which were not raised last year. It is proposed to increase these fees for larger developments by approximately 2% and for smaller developments a larger increase is proposed to reflect the amount of work and officer time which is proportionally higher than for larger developments.

It is proposed to introduce with immediate effect the exemption to these fees for a business proposing to locate or relocate on to the Enterprise Zone and small businesses (less than 10 employees) who are members of Wyred Up. The exemption for Wyred Up members only extends to the initial meeting and any follow up meetings would be chargeable.

The fees for advice in relation to the Flood Risk Sequential indicator are to be deleted with immediate effect as this is no longer provided on its own.

5.4.2 Building Control

No increases are proposed to ensure compliance with the Building Regulations Act 2010 which requires recovery of costs.

5.4.3 Markets

Indoor market rents are reviewed every three years and delegated to the Head of Built Environment.

It is proposed that the outdoor market fees at Poulton are increased from £25.50 to £26.00 in Summer and from £15.25 to £16.00 in Winter. The outdoor market fees at Fleetwood remain unchanged recognising the difficult economic climate.

5.4.4 Estates

It is proposed to introduce new charges for the use of land for a funfair on a non-operations day, cancellation fees and administration fees for drawing up new, assigning, renewal and early termination of leases or agreements at Butts Close, Skipool Creek and for allotments.

5.4.5 Garstang Business Centre

The property is currently for sale and all rentals have now ceased.

5.4.6 Wyred Up

It is proposed to increase the range of options for the Wyre Expo event (Non-Wyre Business) from £80-£100 to £80-£160.

5.5 Resources Portfolio

5.5.1 Legal Fees

The authority to determine charges for the recovery of legal costs is delegated to the Head of Finance. After a benchmarking exercise the fees have been reviewed and it is proposed to increase fees as per Appendix 1 which is more comparable with other Authorities.

It is proposed to delete the charge for Garstang Business and Community Centre Lease and Enforcement Notices/Action as these are no longer supplied. New fees for Sale of Land/property at Auction, Bowling Green Management Agreements, Unilateral Undertakings, Variation to S106, Licence to underlet and various Licences to assign fees are also proposed. These were identified as being charged for by other authorities in the benchmarking exercise.

5.5.2 Land Charges

The determination of fees and charges for Local Land charges is delegated to the Head of Finance. The Council is required to ensure that over a three year period, the total income from charges does not exceed the total costs of granting access to property records. Any required changes will be effective from 1st April 2017.

5.5.3 Civic Centre Room Hire

It is proposed to maintain fees at the current levels with the aim of increasing the number of bookings.

5.5.4 Street Naming and Numbering

It is proposed to maintain fees at the current level as they continue to be representative of the administration involved.

5.6 Street Scene and Parks and Open Spaces Portfolio

The main services within the Street Scene portfolio are waste management, public conveniences, the dog warden service, parks and open spaces and playing fields.

5.6.1 Public Conveniences

The Council currently charges 20p and it is felt that this is a fair rate for the use of the facilities and comparable with other Local Authorities who apply a fee. It is proposed to increase the fee for Radar keys from £3.50 to £5 with immediate effect to ensure consistency across outlets.

5.6.2 Dog Welfare

There have been two tendering processes for dog kennelling resulting in the Council's current supplier remaining as the provider; therefore currently there is no proposal to change the fees. It is proposed to delete

the fees for stray dog returns and euthanasia with immediate effect as these are no longer relevant.

5.6.3 Domestic Refuse – Bulky Items

It is proposed to increase the current fees of £18.00 for 3 items and £6.00 for any additional items to £19.50 and £6.50 respectively. A reduction of the current subsidy from a one third discount to a 10% discount for recipients of certain benefits is proposed. The service is currently subsidised by the council with the value of this subsidy in 2015/16 being £5,514.

5.6.4 Green Waste

A new fee for replacement green waste stickers (£5) is proposed. This will cover the additional administration costs involved where original stickers have been misplaced.

5.6.5 Provision of Standard Suite of Waste Recycling Containers-New Properties/ Replacement Containers

An increase is proposed to the delivery and administration fee for the standard suite of bins from £47 to £56 to cover the increased administration costs and to bring it more in line with other Authorities.

A new fee for replacement (lost/damaged/stolen/missing) bins (£20) is also proposed. It is recognised that there may be unique circumstances in which the fee may be waived, or a (50%) discount in exceptional circumstances. For example a bin stolen from a presentation point on collection day, if reported to the police for a reference number and investigated by Council Officers, a bin may be issued free of charge on the first occasion. The Waste and Recycling Officers will have the authorisation to waive fees if satisfied these unique circumstances are met. Any bins lost in the wagon or damaged at the point of collection (split body) will be recorded by the crews and replaced free of charge. Burnley Council undertakes a similar practice for properties in high density areas where they have to present bins for collection and have areas of high social deprivation. Containers issued in all cases may not always be new, containers will be reused if fit for purpose.

5.6.6 Street Cleansing

It is proposed to maintain fees at current levels. A narrative line has been added to reflect the fixed penalty charges for small scale fly tipping offences which were introduced in August 2016.

5.6.7 Parks and Open Spaces

It is proposed to maintain the fees for the Memorial Park Pavilion at current levels to encourage use.

5.7 Overview and Scrutiny

Initial proposals for amendments or increases to fees and charges have been reviewed and discussed by the Overview and Scrutiny Committee at their meeting 5 December with their recommendations being reported to Management Board on 9 December 2016 and amendments included

within this report.

Delegated functions

- 6.1 The matters referred to in this report are considered under the following executive function delegated to each Portfolio Holder (as set out in Part 3 of the Council's Constitution): "To determine charges or fees for any relevant services operated within the Portfolio".

Financial and legal implications	
Finance	The financial implications of the fees and charges will be reflected in the Revenue Estimates which will be considered by Cabinet at their meeting 15 February 2017.
Legal	There are no significant legal implications arising from the proposals in this report.

Other risks/implications: checklist

If there are significant implications arising from this report on any issues marked with a ✓ below, the report author will have consulted with the appropriate specialist officers on those implications and addressed them in the body of the report. There are no significant implications arising directly from this report, for those issues marked with a x.

risks/implications	✓ / x
community safety	x
equality and diversity	x
sustainability	x
health and safety	x

risks/implications	✓ / x
asset management	x
climate change	x
data protection	x

report author	telephone no.	email	date
Julie Woods	01253 887601	Julie.woods@wyre.govuk	24/10/16

List of background papers:		
name of document	date	where available for inspection

List of appendices

Appendix 1– Proposed fees and charges for the 2017/18 financial year.

arm/o&s/cr/16/0512jw

FEES AND CHARGES 2017/18	2016/17 Fees and Charges	2016/17 Revised Estimate	2017/18 Fees and Charges	2017/18 Original Estimate	VAT
	£	£	£	£	
HEALTH AND COMMUNITY ENGAGEMENT PORTFOLIO					
PEST CONTROL					
Rodent Control (Not Weekend Service)					
Includes 3 revisits (further visits over and above charged at standard rate)					
All Callouts will be charged for and no refunds given					
<u>Domestic Premises</u>	40.00		40.50		Y
(10% discount to households in receipt of Housing Benefit or Council Tax discount)					
Near Neighbour Discount will be offered in line with Wyre Councils Block Treatment Procedures.					
Treatment must be prepaid and undertaken on same day no refunds for failure to provide access on agreed days.					
10% discount to households in receipt of Housing Benefit or Council Tax discount (not applicable to Block Treatment)					
<u>Business Premises</u>					
- including materials up to one hour	104.00		105.00		Y
- for every additional half hour or part thereof	52.00		52.50		Y
Pest/Insect Control (Not Weekend Service)					
All Callouts will be charged for and no refunds given for all insects except where bees are mistaken for wasps when a 50% refund will be issued					
<u>Domestic Premises - per call out and treatment as required (including materials)</u>		20,520		20,720	
<u>Fleas, Cockroaches</u>	60.00		60.50		Y
<u>Wasps,Ants, Beetles – pre-payment</u>	63.00		63.50		Y
<u>Wasps,Ants,Beetles – no pre-payment</u>	69.00		69.50		Y
<u>Business Premises</u>					
- per call-out up to one hour (incl. materials)	104.00		105.00		Y
- for every additional half hour or part thereof	52.00		52.50		Y
- minimum charge for call-out (including materials)	104.00		105.00		Y
Disinfection after Infectious Disease – per treatment	104.00		105.00		Y
Commercial Contract Charges					
Small Businesses - Contract 1	348.00		351.50		Y
Medium Businesses - Contract 2	469.00		473.50		Y
Large Businesses - Contract 3	591.00		597.00		Y
All contracts based on 6 visits per annum					
Include the treatment of rodents and insects (wasps, ants, bees, fleas and cockroaches)					
Exclude the treatment of Pharaohs Ants					
Include a free advice service					
Any additional insect/rodent callouts charges on a time accumulated basis.Treatments included within the annual contract charge apply to normal working hours only.Additional charges apply to requests for treatment outside 09:00-17:00hrs Mon-Fri					
All out of hours work includes travel time from and return to the Council Depot.All prices include materials					
Charges for additional contract callouts / out of hours treatments:					
Mon-Fri 09:00-17:00hrs per man hour on time accumulated basis	104.00		105.00		Y
Mon-Fri 17:00-22:00hrs per man hour on time accumulated basis	157.00		158.50		Y
Saturday 09:00-17:00hrs per man hour on time accumulated basis	157.00		158.50		Y
Sundays and Public Holidays 09:00-17:00hrs per man hour on time accumulated basis	208.00		210.00		Y
Pest Control Products*					
Mouse packs	6.50		6.50		Y
Insect Powder	3.85		3.85		Y
Flyspray	6.75		6.75		Y
Dethlac	4.85		4.85		Y
Pigeon/Seagull spikes	3.10		3.10		Y
Gutter clips (2)	1.20		1.20		Y
Adhesive	7.25		7.25		Y
Chimney spikes	27.50		27.50		Y
Delivery	1.20		1.20		Y
* These prices are subject to supplier's fluctuation which officers will apply as appropriate.					
Commercial Fly Catching equipment (available on order)*					
Test to check your current UV Fly Killer	10.00		10.00		Y
Chameleon 1*2 (Sticky Board) Free standing bracket Available - White or Stainless steel Fly Catch	173.00		173.00		Y
Titan Alpha - Electronic Fly Killer (white)	111.00		111.00		Y
Sunburst (Decorative Sticky Traps)	73.00		73.00		Y
Titan 300 - Electronic Fly killer (available in Stainless steel or white)	214.00		214.00		Y
Delivery	1.20		1.20		Y
FOOD SAFETY SERVICES					
Certificates and Booklets					
<u>Replacement Basic Food Hygiene Certificates</u>	13.70		13.70		Y
<u>Food Hygiene Books</u>					
· Food Hygiene Handbook	At cost	200	At cost	200	Z
· A Question of Hygiene	At cost		At cost		Z

	2016/17 Fees and Charges	2016/17 Revised Estimate	2017/18 Fees and Charges	2017/18 Original Estimate	VAT
· Food Hygiene Handbook/Question of Hygiene Pack	At cost		At cost		Z
· Hygiene for Management	At cost		At cost		Z
· Hygiene Sense and Essentials of Hygiene	At cost		At cost		Z
Provision of Health & Safety Posters	7.66		7.66		Y
Food Export Certificate(further £1 for each additional copy)	43.50	3,090	43.50	3,090	O
Ship sanitation Certificate					
Gross Tonnage					
Up to 3000	103.00	0	103.00	0	O
3001 - 10000	154.00		154.00		O
10001 - 20000	205.00		205.00		O
20001 - 30000	236.00		236.00		O
Over 30000	308.00		308.00		O
Full copy of Public Food Register (commercially valuable information)	1,288.00	0	1,288.00	0	O
Health and Safety Statement of Fact (for Civil Cases)	101.20	0	101.20	0	O
FISHERY HYGIENE CHARGES					
Fishery Landings					
Gross charge for each whole tonne of fish landed:-	1 Euro* per tonne	60	1 Euro* per tonne	60	O
Fishery Preparation/Processing Establishments					
Gross charge for each whole tonne of fish processed in the establishment	0.5 Euro*per tonne	550	0.5 Euro*per tonne	400	O
*Exchange rate fixed at 1 Euro = £0.844 as at 29th July 2016 in C Series of official journal of the European Communities					
PRIVATE WATER SUPPLIES CHARGES (Implementation of – The Private Water Supplies regulations 2008)					
Private water supply risk assessments and monitoring in accordance with the above Regulations	Risk assessments charged at £31 per hour up to a maximum of £500 as prescribed in the Regulations. (The first hour of each Risk Assessment will be free)		Risk assessments charged at £31 per hour up to a maximum of £500 as prescribed in the Regulations. (The first hour of each Risk Assessment will be free)	1,450	O
Private water supply sampling	Private water supply sampling costs will be charged at cost of having the sample analysed plus a £50 administration fee		Private water supply sampling costs will be charged at cost of having the sample analysed plus a £50 administration fee	1,450	O
CONTAMINATED LAND ENQUIRIES	60.00	400	60.00	400	Y
LICENSING					
ANIMAL WELFARE LICENCES					
Boarding premises	140.00				O
Home boarding	135.00				O
Pet shop	135.00				O
Breeding Establishment	175.00				O
Riding Establishment (excluding vet fee)	280.00				O
Dangerous Wild Animals (excluding vet fee)	320.00				O
Zoo 6 (year licence)	575.00				O
GENERAL LICENCES					
Skin piercer-premises(tattooists, electrolysists, semi permanent skin colourists and acupuncturists)	190.00				O
Second Hand Good Dealer	142.00				O
Street Trading Consent	290.00				O
Sex Shop	1,790.00				O
Sexual Entertainment Venue	2,135.00				O
Scrap Metal Dealer- Mobile Collector	300.00				O
Scrap Metal Dealer - Site	300.00				O
Scrap Metal Dealer - Variation	100.00				O
Scrap Metal Dealer - Re-issue of licence	15.00				O
GAMBLING ACT 2005					
Where a licence is subject to a seasonal condition the annual fee shall be one twelfth of the full annual fee for every month or part of a month that the licence is operative for.					
Bingo premises					
New application	2,365.00				O
Annual fee	1,000.00				O
Provisional Statement New	2,365.00				O
Premises licence fee for holders of Provisional Statements	1,125.00				O
Variation fee	1,465.00				O
Transfer fee	745.00				O
Reinstatement of licence	1,180.00				O

	2016/17 Fees and Charges	2016/17 Revised Estimate	2017/18 Fees and Charges	2017/18 Original Estimate	VAT
Betting premises					
New application	2,365.00				0
Annual fee	600.00				0
Provisional Statement New	2,365.00				0
Premises licence fee for holders of Provisional Statements	1,125.00				0
Variation fee	1,465.00				0
Transfer fee	745.00				0
Reinstatement of licence	1,180.00				0
Adult Gaming Centres (AGC)					
New Application	2,000.00				0
Annual Fee	1,000.00				0
Provisional Statement New	2,000.00				0
Premises licence fee for holders of Provisional Statements	1,125.00				0
Variation Fee	1,000.00				0
Transfer fee	745.00				0
Reinstatement of Licence	1,180.00				0
Family Entertainment Centre					
New Application	2,000.00				0
Annual Fee	750.00				0
Provisional Statement New	2,000.00				0
Premises licence fee for holders of Provisional Statements	950.00				0
Variation Fee	1,000.00				0
Transfer Fee	745.00				0
Reinstatement of Licence	950.00				0
Track					
New Application	2,365.00				0
Annual Fee	950.00				0
Provisional Statement New	2,365.00				0
Premises licence fee for holders of Provisional Statements	1,125.00				0
Variation Fee	1,250.00				0
Transfer Fee	745.00				0
Reinstatement of Licence	950.00				0
Miscellaneous Charges					
Fee for a copy of a licence	25.00				0
Fee for a notification of change of circumstances	50.00				0
(FEES PRESCRIBED BY STATUTE)					
Gambling Act 2005 Permits					
Unlicensed Family Entertainment Centre (UFEC) new/renewal	300.00				0
Fee to change name on permit-UFEC	25.00				0
Fee to copy permit-UFEC	15.00				0
Licensed premises gaming machine permit	150.00				0
Licensed premises gaming machine permit-annual fee	50.00				0
Licensed premises gaming machine permit-variation fee	100.00				0
Licensed premises gaming machine permit-transfer fee	25.00				0
Licensed premises gaming machine permit-copy permit	15.00				0
Licensed premises Notification	50.00				0
Club Gaming Permit	200.00				0
Club Gaming Permit-fast track	100.00				0
Club Gaming Permit-annual fee	50.00				0
Club Gaming Permit-Variation	100.00				0
Club Gaming Permit-copy permit	15.00				0
Club Gaming Machine Permit	200.00				0
Club Gaming Machine Permit-fast track	100.00				0
Club Gaming Machine Permit-annual fee	50.00				0
Club Gaming Machine Permit-variation	100.00				0
Club Gaming Machine Permit-copy permit	15.00				0
Prize Gaming Permit-New or renewal	300.00				0
Prize Gaming Permit-fee to change name	25.00				0
Prize Gaming Permit-copy permit	15.00				0
Small Society Lottery Registration-New	40.00				0
Small Society Lottery Registration-Annual fee	20.00				0
LICENSING ACT 2003					
Fees under the Licensing Act 2003 are determined nationally and are prescribed by the Licensing Act 2003 (Fees) Regulations					
Taxis					
Dual Driver licences (3 year duration)-New*	162.00				0
Dual Driver licences (3 year duration)-Renewal	122.00				0
Dual Driver licences (1 year duration)-Renewal	95.00				0
Driver Licence (1 year duration) Private Hire Driver or Hackney Carriage Driver	N/A				0
Replacement Driver Badge	15.00				0
Private Hire Vehicle	142.00				0
Hackney Carriage Vehicle (includes £25 unmet demand surcharge)	167.00				0
Private Hire door stickers (pair)	16.00				0
Plates (pair)	20.00				0

	2016/17 Fees and Charges	2016/17 Revised Estimate	2017/18 Fees and Charges	2017/18 Original Estimate	VAT
Brackets (pair)	22.00				O
For Hire Signs					
Private Hire Operator(1 year duration)	N/A				O
Private Hire Operator(5 year duration) 1-10 vehicles	210.00				O
Private Hire Operator(5 year duration) 11-20 vehicles	260.00				O
Private Hire Operator(5 year duration) 21+ vehicles	300.00				O
* Includes knowledge fee					
LEISURE AND CULTURE PORTFOLIO					
THORNTON LITTLE THEATRE					
<i>Non Commercial Charges (Stage Shows, Concerts etc)</i>					
Full Day and Evening (08:00 to 23:00)	407.00		420.00		Y
Mornings (08:00 to 13:00)	148.50		155.00		Y
Afternoons (13:00 to 17:00)	148.50		155.00		Y
All Day (08:00 to 17:00)	242.00		250.00		Y
Evening (17:00 to 23:00)	242.00		250.00		Y
Additional Hourly Rate (per hour)	38.50		40.00		Y
Additional Performance/Matinee Charge					
Monday to Saturday	203.50		210.00		Y
Sundays/Bank Holidays	407.00		420.00		Y
Additional Staff (per person per hour)	27.50		28.00		Y
Additional Hourly Charge (between 23:00 and 08:00)					
<i>Commercial Charges (Stage Shows, Concerts etc)</i>					
Full Day and Evening (08:00 to 23:00)	1,140.00		1,200.00		Y
Mornings (08:00 to 13:00)	360.00		400.00		Y
Afternoons (13:00 to 17:00)	360.00		400.00		Y
All Day (08:00 to 17:00)	600.00		650.00		Y
Evening (17:00 to 23:00)	660.00		700.00		Y
Additional Hourly Rate (per hour)	90.00	34,000	100.00	34,000	Y
Additional Staff (per person per hour)	48.00		50.00		Y
Additional Hourly Charge (between 23:00 and 08:00)	90.00		100.00		Y
<i>Non Commercial Charges</i>					
Studio Room					
Session rates am/pm/evening (per session)	60.00		60.00		+
Half studio room for uses as dressing room (per hour -min 2hrs)	10.00		10.00		+
<i>Commercial Charges</i> (Other than Stage Shows)					
Miscellaneous (per hour unless otherwise stated)					
Sales of Show Tickets for Private Hire (commission)	10% of gross		10% of gross		+
* The hirer must use the technical staff provided by the theatre and in such numbers as required by the Council for stage performances (minimum crew hire, 1 x 4 hours).					
Wedding Prices					
Per hour (minimum of 12hrs)	60.00		60.00		+
Banner space on Thornton Little Theatre building (2 weeks)	30.00		30.00		+
Promotion - Banner Boards at Thornton Little Theatre (price per 2 weeks)	50.00		40.00		+
MARINE HALL					
(Per hour - Minimum 2 hours)					
Non Commercial Charges (Stage Shows, Concerts etc)					
Full Day and Evening (08:00 to 23:00)	1,100.00		1,200.00		Y
Mornings (08:00 to 13:00)	374.00		400.00		Y
Afternoons (13:00 to 17:00)	368.50		380.00		Y
All Day (08:00 to 17:00)	627.00		650.00		Y
Evening (17:00 to 23:00)	616.00		640.00		Y
Additional Hourly Rate (per hour)	79.75		90.00		Y
Additional Staff (per person per hour)	27.50		28.00		Y
Commercial Charges (Stage Shows, Concerts etc)					
Monday to Thursday					

	2016/17 Fees and Charges	2016/17 Revised Estimate	2017/18 Fees and Charges	2017/18 Original Estimate	VAT
Full Day and Evening (08:00 to 23:00)	1,344.00		1,500.00		Y
Mornings (08:00 to 13:00)	480.00		550.00		Y
Afternoons (13:00 to 17:00)	480.00		550.00		Y
All Day (08:00 to 17:00)	780.00		850.00		Y
Evening (17:00 to 23:00)	780.00		850.00		Y
Additional Hourly Rate (per hour)	87.00		100.00		Y
Additional Staff (per person per hour)	41.40		50.00		Y
Marine café/The Waterfront Room/Wyre Bar					
<i>Non Commercial Charges</i>					
8.00 am to 11.00 pm (per hour, minimum 2 hrs)	38.50		40.00		Y
Waterfront & Wyre Bar for use as dressing rooms (per hour - minimum 2hrs)	15.00		15.00		Y
Waterfront or Wyre Bar Funeral	50.00		50.00		Y
<i>Commercial Charges</i>					
8.00 am to 11.00 pm (per hour, minimum 2 hour use)	60.00		60.00		Y
Outdoor Performance Area					
<i>Non Commercial Charges</i>					
8.00 am to 11.00 pm	At Cost	52,000	At Cost	52,000	Y
<i>Commercial Charges</i>					
8.00 am to 11.00 pm	At Cost		At Cost		Y
Wedding Prices					
Wedding Minimum 12hrs until 12 midnight up to 249 people	1,320.00		1,320.00		+
Wedding Minimum 12hrs until 12 midnight for 250 - 300 people	1,395.00		1,395.00		+
Wedding Minimum 12hrs until 12 midnight 301 - 350 people	1,470.00		1,470.00		+
Wedding Minimum 12hrs until 12 midnight 351 - 400 people	1,545.00		1,545.00		+
Wedding Minimum 12hrs until 12 midnight 401 - 450 people	1,620.00		1,620.00		+
Wedding Minimum 12hrs until 12 midnight 451 - 500 people	1,695.00		1,695.00		+
Wedding Minimum 12hrs until 12 midnight 501 - 549 people	1,770.00		1,770.00		+
Wedding Minimum 12hrs until 12 midnight 550 - 600 people	1,845.00		1,845.00		+
20% reduction on above fees for Monday - Thursday weddings from 1 April 2016					
Solemnisation of Marriages:					
Main Hall	310.00		330.00		+
Miscellaneous					
Hire of Radio Microphones (per day per microphone)	20.00		20.00		+
Extra Whiteboard (per event)	10.00		10.00		+
Flip Chart (per event)	10.00		10.00		+
Extra Flip Chart Pad (per event)	5.00		5.00		+
Overhead Projector & Screen (per event)	25.00		25.00		+
Screen Only (per event)	5.00		5.00		+
PA Set Up (internal)	50.00		50.00		+
PA Set Up (external)	125.00		125.00		+
XGA Data Projector with Screen (per event)	At cost		At cost		+
Stage extension	from 150.00		from 150.00		+
Catwalk	from 200.00		from 200.00		+
Lecturn	5.00		5.00		+
Batteries	0.50		0.50		+
Gaffer tape	9.00		9.00		+
Electricity up to 1Kw	10.00		10.00		+
Electricity above 1Kw	15.00		15.00		+
Haze machine (incl liquid)	30.00		30.00		+
Table slip/overlay	1.50 each		1.50 each		Y
Additional equipment may be hired in and charged for as requested/required. Please ask if you require any specialist or additional equipment.					
Sale of Show Tickets for Private Hire	10% of gross		10% of gross		+
Postage Fee for Credit Cards/Handling Charge	2.00		2.00		Y
*The hirer must use the technical staff provided by the theatre and in such numbers as required by the Council for stage performances (minimum crew hire 2)					
Trade Exhibitions, Period Lettings, Promotional packages etc.					
Subject to negotiations with Director of People and Places					
Performing Rights Tariffs will be applied to those events that attract this charge.					
Note: A charge for the provision of Café facilities may be applicable for events (subject to negotiations).					
Food Festival & Christmas Market					
5ft stall	40.00		40.00		Y
10ft stall	80.00		80.00		Y
3x3m stall	100.00		100.00		Y
4.5x3m stall	110.00		110.00		Y
Carboot					
5ft	10.00		10.00		Y
10ft	15.00		15.00		Y
Clothes Rail					
5ft	10.00		10.00		Y
10ft	15.00		15.00		Y
Promotion - Banner Boards (price per 2 weeks)	50.00		40.00		+
Online Media Package for events at Marine Hall and Thornton Little Theatre	100.00		120.00		+
Press Package for events at Marine Hall and Thornton Little Theatre	100.00		120.00	720	+
Print Package for events at Marine Hall and Thornton Little Theatre	100.00		120.00		+

	2016/17 Fees and Charges	2016/17 Revised Estimate	2017/18 Fees and Charges	2017/18 Original Estimate	VAT
CEMETERIES					
Interment Fees					
<u>Burial of body in a public grave</u>					
Person whose age at death exceeds seven years	751.00		759.00		O
Child stillborn or not exceeding one month	25.50		25.50		O
Child over one month but not exceeding seven years	72.00		73.00		O
<u>Burial in a grave in respect of which an exclusive right of burial has been granted</u>					
Child stillborn or not exceeding seven years (inclusive of grant and registration fee)	172.00	80,870	174.00	80,870	O
		9,090		9,090	
		36,040		36,000	
Person whose age at death exceeds seven years for interments new and reopen fees.	726.00		733.00		O
<u>New grave space for one or two – subject to ground conditions</u>					
All cemeteries		46,550		46,550	
Interment Fee (see above)	840.00	4,490	848.00	4,490	O
Purchase of exclusive right of burial for 50 years (earthen grave)		23,250		23,250	
<u>New Baby Garden of Remembrance at Fleetwood and Poulton New Cemetery</u>					
Purchase of exclusive right of burial for 50 years	243.00	as above	245.00	as above	O
Interment fee	172.00	as above	174.00	as above	O
Total Charge	415.00		419.00		
<u>Woodland Burials (POULTON NEW CEMETERY)</u>					
Purchase of exclusive right of burial for 50 years (Including tree and planting)	1,078.00	as above	1,088.00	as above	O
<u>Interments:</u>					
Cremated remains of a stillborn child or a child whose age at the time of death did not exceed seven years	172.00	as above	174.00	as above	O
Person whose age at time of death exceeded seven years	726.00	as above	733.00	as above	O
Interment of Cremated remains (Up to 8 caskets)	196.00	as above	198.00	as above	O
Scattering of cremated remains (within plots numbered 9)	122.00	as above	123.00	as above	O
<u>Saturday Interments (between 9.00am to 12.30pm)</u>					
Minimum Charge for interment	1,562.00	as above	1,578.00	as above	O
Memorial Mushroom Plaques	164.00	920	164.00	920	Y
<u>Fleetwood and Poulton Cemetery</u>					
Memorial Granite Bench Plaques 7" x 5"	296.00	as above	296.00	as above	Y
<u>Fleetwood and Preesall Cemetery</u>					
Sundial and Baby Garden Plaques 10" x 4"	218.00		218.00		Y
8" x 4"	188.00		188.00		Y
7" x 4"	170.00		170.00		Y
Pictures or designs may be added at an additional cost, currently £65.50					
Interment of Cremated Remains Fees					
<u>Fleetwood Cemetery - Cremated Remains Section</u>					
Purchase of exclusive rights of burial for 50 years (for the right to inter up to 6 caskets)	382.00	as above	385.00	as above	O
Interment Fee (including registration)	196.00	as above	198.00	as above	O
Total Charge	578.00		583.00		
Reservation of Cremated Remains Section					
<u>Fleetwood Cemetery</u>					
Purchase of exclusive right for 50 years (for the right to inter up to 6 caskets)	407.00	as above	411.00	as above	O
<u>Fleetwood Cemetery - Garden of Remembrance Section</u>					
<u>Fleetwood Cemetery</u>					
Exclusive rights for scattering for 50 years	266.00	as above	268.00	as above	O
Scattering fee	122.00	as above	123.00	as above	O
Total charge	388.00		391.00		
<u>Preesall and Poulton New Cemetery - Cremated Remains Section</u>					
Purchase of exclusive right for burial for 50 years (for the right to inter up to 4 caskets)	292.00	as above	295.00	as above	O
Interment fee (including registration)	196.00	as above	198.00	as above	O
Total charge	488.00		493.00		
Reservation of Cremated Remains Section					
<u>Preesall and Poulton New Cemeteries</u>					
Purchase of exclusive right for burial for 50 years (for the right to inter up to 4 caskets)	317.00	as above	320.00	as above	O
<u>Columbarium, Fleetwood Cemetery</u>					
For the right to deposit the cremated remains in a niche for a period of 50 years (up to four caskets) Exempt for VAT if supplied with Memorial Plaque and inscription.	505.00	7,580	505.00	7,580	O/E
First inscription charge, removing and refixing tablet 80 letters. Exempt for VAT if supplied with above otherwise Standard Rated.	167.00	2,480	167.00	2,480	E/+
Total charge	672.00		672.00		
Second and Subsequent interments	196.00	490	198.00	490	O
<u>Interment of Cremated remains in Existing Private Grave Space</u>					
<u>All Cemeteries</u>					
Standard interment fee (including registration)	196.00	as above	198.00	as above	O
<u>Scatter of Cremated Remains</u>					
Scatter of cremated remains on existing private grave space (under turf into cut out cross shape)	122.00	as above	123.00	as above	O
<u>Vaults or walled Graves</u>					
For the additional right to construct a vault or walled grave to include exclusive Right of Burial	as per contractor cost	7,430	as per contractor cost	7,430	O
<u>Use of Cemetery Chapel</u>					
Only available at Poulton New Cemetery	200.00	4,000	200.00	4,000	O
<u>Columbarium, Moorland Road Cemetery, Poulton-le-Fylde</u>					
For the right to deposit the cremated remains in a niche for a period of 50 years (up to one casket)	505.00	1,010	505.00	1,010	O
All the above fees are subject to double fees (100%) for non-residents applicable to all persons who reside outside the Borough of Wyre with the exception of Staining Parish Council					

	2016/17 Fees and Charges	2016/17 Revised Estimate	2017/18 Fees and Charges	2017/18 Original Estimate	VAT
Miscellaneous Charges					
Notice of Interment / Registration	26.00	0	26.50	0	O
Transfer Form	26.00	80	26.50	80	O
Purchase of memorial name plaque for bench	71.00	as above	72.00	as above	Y
Late Funerals beyond 20 minutes of booked time	191.00		193.00		O
Change of Coffin size after first notification	191.00		193.00		O
Single Grave Search	21.00	as above	21.50	as above	O
Exhumation of Body (Administrative Fees)	903.00		912.00		O
Exhumation of Body Fees – as Grounds Maintenance					
Memorial Bench Scheme 4' Lydbury	at cost	as below	at cost	as below	Y
Grant Fee	26.00	as above	26.00	as above	O
CEMETERIES - MEMORIAL					
Miscellaneous Charges					
Day permit for monumental masons from outside the district to operate in Cemeteries managed by the Council and agreed by the supervisor officer per day	122.00	as above	123.00	as above	O
Erection of monument or memorial works without the submission of an application and fee to the Registrar and approval received	459.00	as above	464.00	as above	O
Headstone and Inscription - all lawned sections					
For the right to erect and place a new headstone memorial including inscription (no ornamentation) not exceeding 3'6" in height by 3'0" wide and 4" in thickness.	176.00	13410	180.00	13410	O
Additional charges to be added to the above fee		1,200		1200	
For any etched or coloured illustration, photo plaque, ornamentation or design works etc. other than the normal inscription on any memorial.	55.00	5,110	0.00	5110	O
Permission for additional inscriptions on existing memorials (all sections) * inc. VAT	122.00	9,000	125.00	9000	O
Recumbent headstones - all cemeteries, cremated remains section and Baby Garden of Remembrance (Dimension - 18" by 12")	131.00		135.00		O
Deposit of stone flower vase	99.00	as above	100.00	as above	O
Gardens of Remembrance Tablet Fee	64.00		65.00		O
Columbarium - Moorland Road Cemetery					
Small White Metal Urn (including nameplate) suitable for columbarium interment	104.00	420	104.00	420	Y
First Inscription charge and removing and refixing tablet * inc VAT	146.00	680	147.00	680	Y
For the right to remove the tablet, cut additional inscription and re-fixing tablet * inc VAT	98.00		99.00		Y
Columbarium - Fleetwood Cemetery					
Oak Crematoria Casket	67.00	1,250	67.00	1250	Y
285mm x 185mm x 150mm *inc VAT					
Bronze Vase and Holder *inc VAT	30.00	520	30.00	520	Y
First inscription up to 80 letters £2 per additional letters	167.00		167.00		Y
Additional inscription	141.00		142.00		Y
LEISURE DEVELOPMENT					
Services provided by Fylde Coast YMCA on behalf of Wyre Borough Council					
VAT, if appropriate is included in the charges, but will not be charged if all the following conditions apply:-					
1.Facilities are let exclusively to a school, constituted club or association or an organisation representing an affiliated club					
2.Bookings are for 10 or more sessions					
3.Each session is for the same sport/activity at the same location					
4.The interval between each session is at least 1 day but no more than 14 days					
Football – per pitch including changing rooms where available, King George V Fleetwood, King George's Fields Thornton, Cottam Hall Poulton					
Senior					
- Casual	26.00		30.00		Y
- Season (per Team)	295.00		310.00		X**
Junior					
- Casual	14.00		15.00		Y
- Season (per Team)	147.50		155.00		X**
Caravan Rallies					
Per Caravan per night or part	7.00		0.00		Y
Hire of Fields, per day - other use					
King George V, Fleetwood	115.00		130.00		Y*
King George's, Thornton	115.00		130.00		Y*
Cottam Hall, Poulton	115.00		130.00		Y*
Changing Rooms- Training only - King George V Fleetwood, ICI Playing Fields, King George's Fields Thornton, Cottam Hall, Poulton	13.00		15.00		Y
Cricket - Cottam Hall, Poulton					
Day	26.50		30.00		Y
Evening	21.00		24.00		Y
Season (alternate Saturday)	267.00		285.00		X**
ALL CHARGES FOR FOOTBALL AND CRICKET ARE DOUBLE FOR NON-RESIDENTS					
* VAT exempt if hired for non-sports use. ** VAT exempt if block booking criteria met					
MARSH MILL					
Marsh Mill Entry/Tour					
Adult	2.00		2.00		Y
Adult entry to First Floor Only	Free		Free		
Concessionary (up to 16 years)/Senior Citizen	1.00		1.00		Y
Family (Any party of 3 visitors that includes at least 1 adult & 1 concessionary)	3.50	500	3.50	500	Y

	2016/17 Fees and Charges	2016/17 Revised Estimate	2017/18 Fees and Charges	2017/18 Original Estimate	VAT
Group Booking/Tour (inc. Tea or Coffee) – 15 or more	2.50		2.50		Y
School Groups – 15 or more (LEA Schools, pupils only, part of national curriculum)	1.50		1.50		Y
Evening and Weekday Group Bookings	per head		per head		
Marsh Mill Hire Charges					
First Floor/Side Room/Ground Floor (1/2 day)	15.00		15.00		X
First Floor/Side Room/Ground Floor (full day)	27.00	0	27.00	0	X
Kiln House Hire (week)	11.00		11.00		X
Kiln House Hire (month)	30.00		30.00		X
Talks, demonstration and workshops entrance to first floor:					
VISIT WYRE					
I-Bus	100.00		100.00		+
COUNTRYSIDE					
<u>Slide Talks</u>					
Per Group	35.00		35.00		Y
<u>Guided Walks</u>					
Adult	4.50	3,000	4.50	3,000	Y
Adult half day	3.50		3.50		Y
Concessions full day	3.50		3.50		Y
Concessions half day	2.50		2.50		Y
Special events or activities charged as advertised					
School Group Visit per head, (LEA Schools, pupils only, part of national curriculum)	4.00		4.00		Y
School Group Visit per head, (LEA Schools, pupils only, part of national curriculum) Half Day	2.50		2.50		Y
WYRE ESTUARY COUNTRY PARK					
<u>Hire of Riverside Room Stanah</u>					
-Half day/evening	30.00		30.00		X
-Full Day	50.00	400	50.00	400	X
After 5pm evening	40.00		40.00		X
-Additional equipment hire	5.00		5.00		Y
-Commercial Hire - by negotiation	17.00 per hour		17.00 per hour		X
<u>School Visits</u>					
Special events are charged in accordance with Countryside Activities Programme					
School Group Visit per head, (LEA Schools, pupils only, part of national curriculum) Full day	4.50	200.00	4.50	200	Y
School Group Visit per head, (LEA Schools, pupils only, part of national curriculum) Half Day	2.50		2.50		Y
ROSSALL POINT					
<u>Hire of Rossall Point - (only available when not open to the public)</u>					
-Half day/evening	30.00				X
-Full Day	50.00	400		350	X
After 5pm evening	40.00				X
OUTDOOR AMENITY CHARGES					
<u>Bowls - per hour</u>					
Ordinary	3.60		3.60		Y
Junior (up to 16years)/Senior Citizen/ Over 60	2.60		2.60		Y
Annual Contract (VAT exempt only if block booking criteria met)	37.00		37.00		X
Winter Contract (VAT exempt only if block booking criteria met)	23.00		23.00		X
Summer Contract (VAT exempt only if block booking criteria met)	23.00	4,260	23.00	4,260	X
Seven Day Contract	13.50		13.50		Y
<u>Hire of Green (minimum 2 hours)</u>					
Matches per hour (League Fixtures)	12.50		12.50		Y
Group Hire per hour	12.50	790	12.50	790	Y
NB. Fees for hire of bowling Green are only exempt for VAT if they are to a Bona Fide* club if the following criterias is not met VAT will be charged.					
* All the following criteria must be met					
1.Facilities are let exclusivly to a school,constituted club or association or an organisation representing an affiliated club					
2.Bookings are for 10 or more sessions					
3.Each session is for the same sport/activity at the same location					
4.The interval between each session is at least 1 day but no more than 14 days					
<u>Crazy Golf</u>					
Adult	3.00	190	3.00	190	Y
Junior (up to 16 years)/Senior Citizen/Over 60	2.00	340	2.00	300	Y
<u>Pitch and Putt</u>					
Fleetwood - 18 hole Adult	4.80	430	4.80	400	Y
Junior (up to 16 years)/Senior Citizen/Over 60	3.80	310	3.80	310	Y
Fleetwood - 9 hole Adult	3.80	630	3.80	630	Y
Junior (up to 16 years)/Senior Citizen/Over 60	2.50	520	2.50	520	Y
Lost Golf Balls	1.00		1.00		Y
NEIGHBOURHOOD SERVICES AND COMMUNITY SAFETY PORTFOLIO					
CAR PARKING - OFF STREET					
<u>Rough Lea Road, Cleveleys -</u>					
Daily 8am – 6pm (Motor car)					
	Up to 2hrs (Max stay 2hrs)		1.50		Y
<u>Promenade North, Cleveleys -</u>					

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<u>Daily 8am – 6pm (Motor car)</u>					
Up to 2hrs	1.50		1.50		Y
<u>Derby Road West, Cleveleys -</u>					
<u>Daily 8am – 6pm (Motor car)</u>					
Up to 2hrs	1.50		1.50		Y
Over 2hrs-4hrs	2.40		2.40		Y
Over 4hrs	6.00		6.00		Y
<i>Wyre Residents Permit Scheme Up to 2hrs</i>	FREE		FREE		
<u>Derby Road East/Slinger Road, Cleveleys -</u>					
<u>Daily 8am – 6pm (Motor car)</u>					
Up to 2hrs	1.50		1.50		Y
Over 2hrs-4hrs	2.40		2.40		Y
Over 4hrs – 6hrs	3.00		3.00		Y
Over 6hrs	3.80		3.80		Y
<i>Wyre Residents Permit Scheme Up to 2hrs</i>	FREE		FREE		
Monthly Season Ticket	See below		See below		Y
<u>Jubilee Gardens, Cleveleys - Daily 8am – 6pm (Motor car)</u>					
Up to 2hrs	1.50		1.50		Y
Over 2hrs-4hrs	2.40		2.40		Y
Over 4hrs – 6hrs	3.00		3.00		Y
Over 6hrs	3.80		3.80		Y
<i>Wyre Residents Permit Scheme Up to 2hrs</i>	FREE		FREE		
Monthly Season Ticket	See below		See below		Y
<u>Custom House Lane, Fleetwood - Daily 8am - 6pm (Motor Car)</u>					
Up to 2hrs	1.50		1.50		Y
Over 2hrs-4hrs	2.40		2.40		Y
Over 4hrs	6.00	560,000	6.00	560,000	Y
<i>Wyre Residents Permit Scheme Up to 2hrs</i>	FREE		FREE		
<u>Albert Street/Church Street, Fleetwood - Daily 8am - 6pm (Motor car)</u>					
Up to 2hrs	1.50		1.50		Y
Over 2hrs-4hrs	2.40		2.40		Y
Over 4hrs-6hrs	3.00		3.00		Y
Over 6hrs	3.80		3.80		Y
<i>Wyre Residents Permit Scheme Up to 2hrs</i>	FREE		FREE		
Monthly Season Ticket	See below		See below		Y
<u>Hardhorn Road, Poulton-le-Fylde - Daily 8am-6pm (Motor car)</u>					
Up to 2hrs	1.50		1.50		Y
Over 2hrs-4hrs	2.40		2.40		Y
Over 4hrs-6hrs	3.00		3.00		Y
Over 6hrs	3.80		3.80		Y
<i>Wyre Residents Permit Scheme Up to 2hrs</i>	FREE		FREE		
Monthly Season Ticket	See below		See below		Y
<u>High Street, Garstang - Daily 8am - 6pm (Motor car)</u>					
Up to 2hrs	1.50		1.50		Y
Over 2hrs-4hrs	2.40		2.40		Y
Over 4hrs-6hrs	3.00		3.00		Y
Over 6hrs	3.80		3.80		Y
<i>Wyre Residents Permit Scheme Up to 2hrs</i>	FREE		FREE		
Monthly Season Ticket	See below		See below		Y
Season tickets					
Long Stay Car Parks:					
Albert Street, Derby Road East, Hardhorn Road, High Street, Jubilee Gardens					
1 month	47.50		47.50		Y
3 months	133.00	4,130	133.00	4,130	Y
6 months	247.00		247.00		Y
12 months	395.20		395.20		Y
Administration fee for change of vehicle	NIL		NIL		Y
Refund due to change in personal circumstances pro rata based on full months not used.					
Residents Parking Permits					
Initial Application Fee	25.00	11,300	25.00	11,300	Y
Renewal Fee	10.00		10.00		Y
Penalty Charge Notice					
The higher level penalty charge contravention is £70, with a 50% discount if payment is made within 14 days, the lower level contravention is £50, with a 50% discount if payment is made within 14 days.					O
Parking Dispensations					
Per vehicle per period of up to 7 whole days	25.00	300	25.00	300	Y
					if off st
Worship Permit					
Residents can obtain a Worshippers Parking Permit free of charge from the Council. These enable worshippers to park on town centre car parks for a period of three hours to allow for their attendance at church services. A worshippers parking permit is only valid for one car park, which will be stated on the permit, but an application can be made for any car park in the Borough. Where it is reasonable and proportionate to do so, requests from Leaders of non-faith community groups for similar parking arrangements will be considered by the Council.					
HOUSING					
Private Sector Housing Grant Assistance					
- Charging for professional and technical services					
Applications for *:					
Disabled Facilities Grants	A charge of 12% per approval (based on the amount of grant approved).		A charge of 12% per approval (based on the amount of grant approved).		X

	2016/17 Fees and Charges	2016/17 Revised Estimate	2017/18 Fees and Charges	2017/18 Original Estimate	VAT
*Charge rate applicable as per date of grant approval					
Housing Act 2004					
Charges for Enforcement Notices - per notice	438.00	876	438.00	1,752	O
Licensing Of Houses In Multiple Occupation					
Initial Licence determination	970.00		970.00		O
(NB. Discounts may be awarded in recognition of specified conditions)					
<u>Additional Service Charges: (charged on a specific case basis)</u>					
Return incomplete/defective application to applicant with letter	21.25		21.25		O
(additional admin charges will only be applied where the application is returned incomplete a second or further time).	(+21.25 admin charge)		(+21.25 admin charge)		
Reprocessing form after amendments received.	21.25		21.25		O
	(+21.25)		(+21.25)		
Additional cost where landlords fail to respond within 28 days to justified requests for an application, renewal OR information required in respect of incomplete applications.					O
	(+21.25)	2,816	(+21.25)	2,840	
Revisit where no access gained previously.	34.00		34.00		O
	(+21.25)		(+21.25)		
Assisted application – Full assistance provided in making the application, measuring rooms, drawing sketch plans, etc.	242.00		242.00		O
	(+21.25)		(+21.25)		
Variation of licence.	242.00		242.00		O
	(+21.25)		(+21.25)		
Such sums as may be necessary to fund the identification, confirmation, inspection and enforcement of licensing requirements. These are to be assessed on a case by case basis, using the hourly rates for the officers appropriate for the tasks undertaken					
Cost of raising an invoice	21.25		21.25		O
UK Entry Visa Housing Inspections					
Charge for inspection and production of report	92.00	184	92.00		+
Care and Repair Handyperson Service Charge					
Charge per job	10.00	12,000	10.00	12,000	Y
PLANNING AND ECONOMIC DEVELOPMENT PORTFOLIO					
DEVELOPMENT CONTROL					
<u>Location Plans</u>					
Ordnance Survey fee - initial charge	10.00	80	10.00	100	Y
<u>Pre Application Discussions</u>					
<u>Major applications</u>					
-initial meeting	ollowing fee schedule		See following fee schedule		Y
-follow up meeting	ollowing fee schedule		See following fee schedule		Y
<u>Significant Major applications</u>		15,000		15,000	
-initial meeting	ollowing fee schedule		See following fee schedule		Y
-follow up meeting	ollowing fee schedule		See following fee schedule		Y
Advice in relation to the application of the Flood Risk Sequential Test	ollowing fee schedule				Y
BUILDING CONTROL					
Supply of non-standard data and information (including responding to Solicitor's enquiries)	60.00 per hour (MIN 60.00)		60.00 per hour (MIN 60.00)		Y
Building Regulations Confirmation Letter	60.00	210	60.00	150	Y
Administration fee for withdrawing an application and charges	60.00		60.00		Y
Reopen Archived Applications	60.00		60.00		Y
Copy of Completion Certificates	20.00	700	20.00	700	Y
Copy of Decision Notice	20.00		20.00		Y
High Hedge Applications	480.00		480.00	0	X
Tree Preservation Order	At Cost		At Cost		Y
MARKETS					
Fleetwood Market					
Administration fee re new lease for indoor stall	50.00		50.00		X
Change of Use Fee	30.00	600	30.00	600	X
Assignment Fee	100.00		100.00		X
<u>Outside market rentals</u>					
Summer - June to October (per day)					
Tuesday	18.50	10,490	18.50	10,490	X
Thursday	16.50	1,000	16.50	1,000	X
Friday	16.50	5,570	16.50	5,570	X
Saturday	17.50	3,320	17.50	3,320	X
Winter - November to May (per day)					
Tuesday	9.00		9.00		X
Thursday	9.00		9.00		X
Friday	9.00		9.00		X
Saturday	9.00		9.00		X
Any trader opening his stall all 4 days Nov-May will be charged	28.00		28.00		X
Any trader opening his stall 3 days Nov - May will be charged	23.00		23.00		X
Reduction's negotiable to local producer groups in first year.					
Hire of gazebo per day	5.00		5.00		Y

	2016/17 Fees and Charges	2016/17 Revised Estimate	2017/18 Fees and Charges	2017/18 Original Estimate	VAT
Poulton Market					
Summer - April to September	25.50 for 3 metres linear frontage	33,090	26.00 for 3 metres linear frontage	33,090	X
Winter - October to March	15.25 for 3 metre linear frontage		16.00 for 3 metre linear frontage		X
Additional frontage charged per metre	5.00 per metre		5.00 per metre		X
ESTATES					
Use of land for funfair - per operational day up to 14 rides/stalls	300.00		300.00		X
Additional ride/stall per day	40.00		40.00		X
Use of land for circus - per operational day	375.00		375.00		X
Use of land licence agreement	50.00	2,000	50.00	2,000	X
Call out fee	40.00		40.00		Y
Other commercial events to be charged as appropriate with an event minimum of £50 per day					
Use of land for funfair - non operations per day	50.00		50.00		
Extra cleaning/damage to property/land will be subject to quotation					
Cancellation within 7 working days before the event will be required to pay 30% of the total fee.					
Cancellations made within 3 working days before the event will be required to pay the full fee					
BUTTS CLOSE					
Administration fee for new Lease	150.00		150.00		X
Administration fee for assignment of Lease	100.00		100.00		X
Administration fee for renewal Lease	100.00		100.00		X
Administration fee for early termination of the Lease	100.00		100.00		X
SKIPPOOL CREEK					
Administration fee for new Licence	50.00		50.00		X
Administration fee for assignment of Licence	50.00		50.00		X
ALLOTMENTS					
Administration fee for drawing up agreement	50.00		50.00		X
GARSTANG BUSINESS CENTRE					
Hire of Garstang Room (per hour)	6.60	3,000	N/A	0	X
Hire of Small Room/Wedding Room (per hour)	3.40		N/A		X
Note : There will be a minimum charge of £15 where the fees for bookings within a calendar month total less than that amount.					
Wyred Up Membership					
Annual membership	40.00	2,200	40.00	2,200	Y
Single networking event	20.00		20.00		Y
Wyre Expo event (Non- Wyre Business)	between 80.00 and 100.00		between 80.00 and 160.00		Y
RESOURCES PORTFOLIO					
LEGAL FEES					
LAND & PROPERTY					
Sales					
Sale of Land	Minimum £415 depending on 1% - 3% depending on complexity		Minimum £525 or 1% - 3% of sale price, depending on complexity		X
Sale of Land with Overage	Minimum £880 or 1% -3% depending on complexity		Minimum £900 or 1% -3% of sale price depending on complexity		X
Sale of POS Land	Minimum £465 plus Ads and Disbursements		Minimum £500 or 1%-3% of sale price depending on complexity		X
Sale of land/property at auction			Min £700 or 1%-3% of sale price plus advertisements and disbursements		X
Transfer of POS to the Council	£587 plus disbursements		Minimum £600 plus disbursements		X
Sale of a Garden Plot	Minimum £233 rising on complexity		Minimum £240 rising on complexity		X
Sale of a Garden Plot with Overage	Minimum £587 rising on complexity		Minimum £600 rising on complexity		X
Leases					
Short Lease of Whole	Minimum £354 rising on complexity		Minimum £380 rising on complexity		X
Short Lease of Part	Minimum £415 rising on complexity		Minimum £450 rising on complexity		X

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Long Lease of Whole	Minimum £465 rising on complexity		Minimum £480 rising on complexity		X
Long Lease of Part	Minimum £526 rising on complexity		Minimum £550 rising on complexity		X
Underlease of Whole	Minimum £465 rising on complexity		Minimum £480 rising on complexity		X
Underlease of Part	Minimum £526 rising on complexity		Minimum £550 rising on complexity		X
Surrender of Lease	Minimum £202 rising on complexity		Minimum £325 rising on complexity		X
Renewal of Lease	Minimum £202 rising on complexity		Minimum £325 rising on complexity		X
Croft Court Lease	£202 (Renewal £152)		£225 (£175 renewal)		X
Assignment of Lease	Minimum £233 rising on complexity		Minimum £250 rising on complexity		X
Assignment of Beach Bungalow Lease	£122 (plus £25 Notice of Assignment fee)	25,000	£130 (plus £25 Notice of Assignment fee)	25,000	X
Deed of Variation to Lease	£304		Minimum £325 rising on complexity		X
Deed of Covenant release	Minimum £405 rising on complexity		Minimum £425 rising on complexity		X
Bowling Green Management Agreements	£122		£122		X
Licences					
Licence to Assign	Minimum £233 rising on complexity		Minimum £250 rising on complexity		X
Licence to Assign with AGA	Minimum £465 rising on complexity		Minimum £475 rising on complexity		
Licence to carry out alterations (Residential)	£122		£150		X
Licence to carry out works	Minimum £122 rising on complexity		Minimum £150 rising on complexity		X
Licence to assign combined with alterations/change of use			Minimum £300 rising on complexity		X
Licence to assign combined with alterations/change of use plus AGA			Minimum £465 rising on complexity		X
Licence to underlet			Minimum £350 rising on complexity		X
Licence to underlet with alterations/change of use			Minimum £400 rising on complexity		X
Grazing Licences	£122		£130		Z
Building Licence			Minimum £250 rising on complexity		
MISCELLANEOUS					
Deed of easement/ rights	Minimum £304 rising on complexity		Minimum £325 rising on complexity		X
Change of User	Minimum £122 rising on complexity		£150		X
Letter of consent to assign	£61		£61		X
Covenant consents (Residential)	£122		£122		X
FOOTPATHS					
Diversion	Minimum £992 plus Advertisement costs and costs of Inquiry (if applicable)		Minimum £1,000 (plus hourly rate of £50 if protracted) plus advertisement costs and costs of Inquiry (if applicable)		O
PLANNING					
S106 Agreements	Minimum £506 rising on complexity		Minimum £600 rising on complexity		O
Variation of Section 106 Agreement			Minimum £500 rising on complexity		O

	2016/17 Fees and Charges	2016/17 Revised Estimate	2017/18 Fees and Charges	2017/18 Original Estimate	VAT
Unilateral Undertaking			Minimum £600 rising on complexity		O
COURT					
Attending Court	£56 per hour		£61 per hour		O
MISCELLANEOUS					
Copying documents			30 pence per sheet		Y
LOCAL LAND CHARGES					
Local land charge searches (LLC1)	20.00	16,090	20.00	16,090	O
Local land charge searches (Con 29R)	*77.00	56,880	*77.00	56,880	O**
* Full charge dependent on whether LLC1 or Con 29					
N.B. For further breakdown of the fees for individual questions within CON29 refer to our website www.wyre.gov.uk under the heading Land Charges.					
**The VAT status is currently under review with HMRC and CON 29 may become standard rated in 2016.					
ROOM HIRE CIVIC CENTRE					
Council Chamber					
<u>Monday-Friday</u>					
Morning/Afternoon Session (up to 4 hrs)	115.00		115.00		X
All day	231.00		231.00		X
Evening (to 10pm)	173.00		173.00		X
Evening (to 11.30pm)	231.00		231.00		X
Commercial Rate	441.00		441.00		X
Members' Lounge					
<u>Monday-Friday</u>					
Morning/Afternoon Session (up to 4 hrs)	105.00		105.00		X
All day	205.00		205.00		X
Evening (to 10pm)	147.00		147.00		X
Evening (to 11.30pm)	205.00		205.00		X
Commercial Rate	441.00		441.00		X
Committee Rooms / Training Room / Meeting Room					
<u>Monday-Friday</u>					
Morning/Afternoon Session (up to 4 hrs)	53.00		53.00		X
All day	105.00	15,500	105.00	15,000	X
Evening (to 10pm)	79.00		79.00		X
Evening (to 11.30pm)	105.00		105.00		X
Commercial Rate	441.00		441.00		X
Civil Ceremonies					
<u>Monday to Friday</u>	330.00		330.00		Y
<u>Saturday</u>	650.00		650.00		Y
Premium Rate for Weekends (Any Rooms except for Civil Ceremonies)					
<u>Saturday</u>	767.00		767.00		X
<u>Sunday/Bank Holiday</u>	997.00		997.00		X
Members' Lounge					
Supplement for use with another room					
<u>Monday - Friday</u>	68.00		68.00		X
<u>Saturday</u>	89.00		89.00		X
<u>Sunday/Bank Holiday</u>	126.00		126.00		X
Notes:					
1. Commercial use is defined as being "in pursuance of a commercial, profit making venture"					
2. Refreshments are not included in the above prices					
3. Food and drink is not permitted in the Council Chamber					
STREET NAMING AND NUMBERING					
<u>Application Type</u>					
House name added/renamed	25.00	5600	25.00	5000	O
House renumbered	25.00		25.00		O
Naming of New Street	100.00		100.00		O
Development of 1-5 plots	25.00 per plot		25.00 per plot		O
Development of 6-10 plots	20.00 per plot		20.00 per plot		O
Development of 11-50 plots	15.00 per plot		15.00 per plot		O
Development of 50+ plots	10.00 per plot		10.00 per plot		O
Changes in development after initial notification	Charges individually assessed but minimum charge of £125 plus signage costs		Charges individually assessed but minimum charge of £125 plus signage costs		O
Renaming of Street at resident's request	500.00		500.00		O
Signage costs are in addition to the fees quoted above and will be assessed on an individual basis depending on the requirements. All fees and charges are generally Outside Scope for VAT purposes with the exception of name plate installation costs on new developments and on any number/name plates supplied to individual properties which would be subject to VAT.					
MISCELLANEOUS					
<u>Byelaws (non-discretionary)</u>					
purchase of the document(fee as per Act)	0.20	0	0.20	0	O
<u>Statement of Accounts</u>					
purchase of the document					
individuals and charities	10.00	0	10.00	0	O
commercial organisations	20.00	0	20.00	0	O
Photocopy per side of any document that can be inspected					

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Black & white - A4	0.30		0.30		Y
Black & white - A3	0.60		0.60		Y
Black & white - A2	1.20		1.20		Y
Black & white - A1	2.40		2.40		Y
Black & white - A0	4.80	500	4.80	500	Y
Colour - A4	0.40		0.40		Y
Colour - A3	0.80		0.80		Y
Colour - A2	1.80		1.80		Y
Colour - A1	3.60		3.60		Y
Colour - A0	7.20		7.20		Y
Credit Card Administration Fee	0.02	8,400	0.02	8,400	Y
Data Protection					
Subject Access Request					
Statutory Flat fee for Subject Access Requests	10.00	100	10.00	100	O
STREET SCENE AND PARKS AND OPEN SPACES PORTFOLIO					
PUBLIC CONVENIENCES					
- fee for use of new & refurbished toilets (excludes urinals/disabled toilets with radar access)	0.20	40,000	0.20	40,000	O
- Radar Key	3.50	300	5.00	200	Y
DOG WELFARE					
Stray Dogs					
Kennel Fee first day incl statutory government levy	90.00		90.00		O
Kennel fee additional charge per day	8.50	5,000	8.50	5,000	O
Micro-chipping	11.00	130	11.00	50	+
Control of Dog	75.00	1,000	75.00	1,000	O
Muk Sak - Dog Waste container	6.50	0	6.50	0	Y
DOMESTIC REFUSE - BULKY ITEMS					
Up to 3 items*	18.00		19.50		O
Additional items – per item*	6.00	44,000	6.50	48,000	O
* A one third discount (to be reduced to 10% from 1 April 2017) applies dependant on eligibility to customers in receipt of Council Tax Benefit or Housing Benefit.					
DOMESTIC REFUSE - GREEN WASTE					
1 x wheeled green domestic size waste bin collection - per annum	30.00	672,290	30.00	610,000	O
Additional wheeled green waste bin collection - per annum	25.00		25.00	1,250	O
Administration fee for production and delivery of replacement sticker			5.00	500	O
Delivery/Admin Fee for provision of standard suite of waste and recycling containers per					
Fee to developer per property OR	47.00	10,000	56.00	2,800	+
Fee to new home owner	47.00		56.00	22,000	O
Fee to replace stolen/missing/damaged bin			20	16,000	O
Non standard container (at cost dependant on requirements)	At cost plus 10% administration		At cost plus 10% administration		+
Street Cleansing					
Recovery of collection and disposal costs from fly tipping incidents	At cost plus 10% administration		At cost plus 10% administration		O
Small Fly tipping Offences(See Fixed Penalty section)					
FLEETWOOD MEMORIAL PARK					
Hire of Pavilion					
-Half day/evening	30.00		30.00		X
-Full Day	50.00		50.00		X
After 5pm evening	40.00		40.00		X
-Additional equipment hire	5.00	1,920	5.00	1,920	Y
-Commercial Hire - by negotiation	17.00 per hour		17.00 per hour		X

Charging for pre-application advice – fee schedule (including VAT) – 2017/18

Development Type		Category	Fee (£)		
			Written advice only	Meeting (initial)	Meeting (follow up)
Householder (alterations or extensions to existing dwellings or development within the curtilage of a dwelling)			30.00	60.00	30.00
New dwellings	outline	Site area less than 0.5 Ha	50.00 per 0.1 Ha	100.00 per 0.1 Ha	50.00 per 0.1 Ha
		Site area between 0.5 Ha and 2.499 Ha	500.00	500.00	250.00
		Site area 2.5 Ha or more	750.00	750.00	375.00
	full	Less than 5 dwellings	40.00 for first dwelling + 25.00 per each additional dwelling	80.00 for first dwelling + 50.00 per each additional dwelling	40.00 for first dwelling + 25.00 per each additional dwelling
		5 - 9 dwellings	25.00 per dwelling	50.00 per dwelling	25.00 per dwelling
		10 - 49 dwellings	500.00	500.00	250.00
		50 or more dwellings	750.00	750.00	375.00
New buildings (and other structures) other than dwellings	outline	Site area less than 1.0 Ha	50.00 per 0.2 Ha	100.00 per 0.2 Ha	50.00 per 0.2 Ha
		Site area between 1.0 Ha and 1.999 Ha	500.00	500.00	250.00
		Site area 2.0 Ha or more	750.00	750.00	375.00
	full	Floor area less than 1000 m2	50.00 per 200 m2	100.00 per 200 m2	50.00 per 200 m2
		Floor area 1000 m2 – 1999 m2	490.00	490.00	245.00
		Floor area 2000 m2 or more	740.00	740.00	370.00

Change of use (other than to dwellings)	Floor area less than 1000 m2	50.00 per 200 m2	100.00 per 200 m2	50.00 per 200 m2
	Floor area 1000 m2 – 1499 m2	500.00	500.00	250.00
	Floor area 1500 m2 or more	750.00	750.00	375.00
Agricultural buildings		30.00	60.00	30.00
Advertisements		30.00	60.00	30.00
Other applications	Site area less than 1.0 Ha	50.00 per 0.2 Ha	100.00 per 0.2 Ha	50.00 per 0.2 Ha
	Site area between 0.5 Ha and 1.999 Ha	500.00	500.00	250.00
	Site area 2.0 Ha or more	750.00	750.00	375.00
Schedule 1 or Schedule 2 EIA development		750.00	750.00	375.00

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Report of:	Meeting	Date	Item No.
Mark Broadhurst, Service Director Health and Wellbeing	Overview and Scrutiny Committee	5 December 2016	5

Comparing Residential Energy Tariffs and Switching Energy Suppliers – Options for Residents
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1. Purpose of report

- 1.1 To provide Committee with an overview of comparing energy tariffs and switching energy suppliers – options for residents.

2. Why compare energy tariffs and switch energy suppliers?

- 2.1 Comparing energy tariffs and deals regularly can help residents make sure they are getting the best gas or electricity tariff for their usage and the best service offer. It can also highlight if they could cut bills by switching supplier.
- 2.2 It pays to shop around. Ofgem research finds comparing and switching supplier or energy tariff can make a big difference to gas and electricity bills – with annual savings of around £300 available.
- 2.3 Many residents have never compared energy tariffs or switched gas or electricity supplier – it is actually quite simple.

3. Ofgem advice

- 3.1 Ofgem have developed a range of online tips and tools covering the essentials and these can be viewed at <https://www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/how-switch-energy-supplier-and-shop-better-deal>
- 3.2 Comparing energy tariffs is quick and easy. Residents can use energy comparison sites or speak to energy suppliers directly to see what deals there are.

3.3 To accurately compare energy tariffs residents need to look at their latest Energy Bill or Annual Summary and make a note of the following:

- The name of their energy tariff(s) and the unit rates
- Their energy consumption figures costs
- Any exit fees or additional charges

This information is all that's required for an energy comparison site to give a good indication of other deals.

3.4 Ofgem has an extensive list of accredited energy comparison sites to help calculate potential savings. These include: Money Supermarket, uSwitch and The Energy Shop.

3.5 Residents are advised to consider a number of factors when comparing suppliers and tariffs – from cheaper rates and customer satisfaction scores, to green energy tariffs or contracts with no exit fee, or even offers particular to their type of meter. Independent advice is available on the Ofgem website.

4. Action taken by Wyre Council to encourage energy switching

People Power – Lancashire's Collective Energy Switching Campaign

In 2013 the Council led on a Lancashire wide collective energy switching scheme for the County. A grant of £139,000 from the Department for Energy and Climate Change was secured and led to the creation of the 'People Power' campaign.

Collective energy switching occurs when a group of consumers group together to negotiate a better deal with their gas and electricity suppliers. A specialist switching partner negotiates on behalf of the consumers they represent and the offer is presented back to the group of householders to decide whether to switch energy provider or not. Such schemes help to address one of the causes of fuel poverty – high energy bills.

The £139,000 of grant funding was predominantly for marketing and to provide support for vulnerable households and those unable to sign-up online.

The funding secured from DECC led to a comprehensive and consistent publicity campaign across Lancashire under the brand 'People Power'. An external PR agency was recruited and a high profile campaign incorporating high impact radio, bus shelter and billboard posters, press releases and celebrity endorsement took place.

A total of 12,675 Lancashire residents registered to take part in the auction. 33% of those receiving an offer made a saving of up to £100. 34% of those receiving an offer made a saving of between £100 and £200. 6% made a saving of more than £200. The average saving was £111.

However, only 857 of the 10,179 people that received an offer opted to take it up and switch supplier. This conversion rate (8%) from those that received an offer to those taking it up was lower than the expected rate of 10%. Wyre signed up the most registrants (1759 households).

Despite the lower than expected switching rates there were a number of positives to take away from the experience. It was widely felt that the campaign succeeded in raising awareness about switching energy supplier. Of those that registered for the scheme almost 70% had never switched supplier before so even if they chose not to take up the offer they may have turned to other switching tools such as uSwitch.com that were widely available instead.

The campaign was one of the most successful national campaigns of the time.

Energy switching and our winter warmth programmes

For a number of years, and up until this year, the Council has supported residents to switch energy suppliers using the services of LESS, a Community Interest Company. Using affordable warmth grant funding we funded a LESS Energy Officer to provide:

- Bill clinics at community venues to support residents with bill reduction and tariff switching
- Free bespoke training for frontline workers on tariff switching and basic energy saving advice – particularly workers who will visit clients in their own homes
- Free home energy surveys for residents providing bespoke advice together with a follow-up written report including recommendations and advice.

Due to the loss of wider external grant funding and a re-evaluation of their priorities, LESS no longer provide such a service and in any event eligibility criteria of 2016/17 affordable warmth funding we have won has changed and so we can no longer support energy switching in this way.

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Report of:	Meeting	Date	Item No.
Mark Broadhurst, Service Director Health and Wellbeing	Overview and Scrutiny Committee	5 December 2016	6

<p>An exploration of grant funding applications by the YMCA and the Council's role</p>

1. How does the YMCA go about applying for grants?

1.1 The YMCA has a small Development & Quality team that undertakes research and prepares grant funding applications on behalf of four areas of their work: Physical Activity, Housing, Young People and Outdoor Education.

1.2 A funding application will generally follow the following process:

- the operational team identifies a unmet need within the community
- the operation team develops a solution to meeting that 'need'
- the Development and Quality Team works with the operational team to develop a theory of change model for the solution and begins researching funding opportunities
- Once a funding opportunity is identified the operational team and the Development and Quality Team work together to bring together all the elements that are needed to create a successful funding application

1.3 Some of the YMCA funding successes include:

- £250,000 over 3 years from the Big Lottery Reaching Communities Fund to deliver a programme called Y:Youth
- £67,000 over 3 years from Children in Need for a programme called Y:Body, Mind & Spirit (BMS)
- £93,000 over 3 years from Sport England (Community Sport Activation Fund) to deliver a programme called Y:Women Can
- £50,000 from Sport England (Inspired Facilities Fund) to redevelop

the changing rooms at YMCA Kirkham Pool

- £984,000 from the DCLG to deliver a programme called Making Homes bringing empty homes back into to use
- £250,000 from the Sir John Fisher Foundation towards creating a new School & Youth build at YMCA Lakeside
- £970,000 over 3 years to operate the Lancashire County Council 'Active Lives and Healthy Weight Service for Adults (aged 18 and over), families, children and young people (aged 4-18)' for the Wyre & Fylde areas. This service has recently been relaunched under the brand name 'Your Move'.

2. How does the YMCA decide which grants to go for and which not?

- 2.1 As outlined above the YMCA uses the 'theory of change' model to inform the development of any new programme/activity. This model generates clarity around the 'needs' you are looking to address and the outcomes/impact you are seeking to deliver through the programme/activity. The model this informs how the YMCA researches and prioritises the grant funding opportunities available.
- 2.2 Other considerations taken into account include match funding requirements and how the fund treats overhead costs.
- 2.3 The YMCA subscribe to the Directory of Social Change (DSC) service which enables them to undertake detailed searches through the many grant and trust funds that are available across the UK. The DSC is widely recognised as the best on the market.

3. What is the Council's role in the YMCA applications? Do we assist or guide them at all to support our own priorities?

- 3.1 The Council and the YMCA collectively determine who is best placed to apply for funding. Consideration is made on funding eligibility, infrastructure, match funding and an understanding of what the funder is looking to achieve.
- 3.2 The Council assists and guides the YMCA in supporting our own priorities for example in supporting exercise into good health programmes, across supported housing schemes and in support of our work to address long term empty homes.

4. What is the relationship between the Council and the YMCA in grant funding applications?

- 4.1 This would depend on the nature of the particular funding application. Relationships might include:

- The Council acting as a key **consultee** providing feedback during the development of the application on the need for a particular programme in context with our community leadership role including how the bid fits in strategically with other provision within the Borough
- Either organisation acting as a key **partner** involved in shaping, influencing and supporting the programme/activity in question
- Either organisation sharing/highlighting opportunities to the other

5. What are the YMCA's intentions and plans for the future? And what are the council's?

- 5.1 As the YMCA is geographically diverse they are investigating how they deliver grant funded programmes such as Y:Youth, Y:Women Can and Y:BMS consistently across their organisation so they benefit all the communities they serve.
- 5.2 The Council has identified improving the health of our communities as a Corporate priority. The importance of the prevention agenda is clear in the developing Forward Vision of the NHS and within the Lancashire and South Cumbria Sustainable Transformation Plan. The Council and YMCA will continue to work together collaboratively to maximise the opportunities and benefits for our communities and for each organisation that this focus will bring.
- 5.3 In particular we will continue to keep abreast of all the latest funding opportunities including those of Sport England.
- 5.4 The YMCA is also looking to develop a corporate approach to fundraising as an additional source of revenue over and above grant funding.

6. What more can the Council do to assist the YMCA in applying for grant funding?

- 6.1 There are likely to be a number of further opportunities where the Council could assist the YMCA in applying for grant funding. The assistance might include:
- The Council sharing intelligence on 'needs' across the Borough
 - The open discussion and sharing of potential opportunities
 - Pooling resources, provision of match funding and 'in-kind' contributions where there is clear mutual benefit and a shared purpose
 - Helping in the identification of other providers who the YMCA could work with as funding partners at both an operational and strategic level
 - Ensuring we work together to avoid potentially competing applications
 - Working together to ensure we can take advantage of any funding pots, large or small, national, regional or local.

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Report of:	Meeting	Date	Item No.
Marianne Hesketh, Service Director Performance and Innovation	Overview & Scrutiny	5 December 2016	7

<p>Council Business Plan – 2nd Quarter Performance Statement 2016/17</p> <p>July– September 2016</p>

Summary

The dashboard style report (attached) gives a quick reference to quarterly progress against the council’s business plan projects and measures, along with commentary where issues have been identified.

During the period from July to September 2016 (quarter 2), excellent progress has been made. The improvement project for Garstang Leisure and Swimming Centres has been delivered successfully, with good reviews, and 12 of the Business Plan projects are advancing as planned. The Local Plan continues to experience delays according to intended timescales and further information on the project is summarised in the ‘Comments and Issues’ section of the attached report.

Of the twelve performance measures reported none of the indicators have showed a decline on the previous year’s performance. Seven of the measures show an improvement in performance and the remaining five are either not significantly different to previous year’s performance or they are not directly comparable.

Full progress information on the business plan projects and measures can be accessed online via the hyperlinks embedded within the report by clicking on the relevant project or measure title. *(Please note these links do not work for the general public, however information will be made available on request)*

Report Author: Sara Ordoñez Tel 01253 887267 sara.ordonez@wyre.gov.uk

arm/o&s/cr/16/0512so

BUSINESS PLAN 2015-2019 QUARTER 2



G = On schedule/target;
A = Minor issues;
R = Major issues
B = Complete/Ended

i = no target set
O = No Information
X = Not Started

Direction is based on previous year performance

▲ Increasing (green = improvement, red = worsening)
 ◀▶ No significant change or comparable data unavailable
 ▼ Decreasing (green = improvement, red = worsening)

Projects	
We will improve economic growth, housing and employment through delivery of: <ul style="list-style-type: none"> A new Local Plan A new Local Growth Plan 	A G
We will work closely with Fleetwood Town Council to support "Team Fleetwood" and other initiatives to rejuvenate Fleetwood town centre	G
We will restore the Mount and its Gardens in Fleetwood	G
We will construct the Rossall Sea Defence Scheme	G
We will promote the new Enterprise Zone at Hillhouse International Business Park at Thornton	G
We will work with our partners (LCC, Health, Police and Voluntary sector) to support integrated wellbeing, prevention and early help services to reduce demand on specialist services	G
We will develop a programme of work to promote healthy choices and healthier lifestyles to keep people well through better use of our leisure centres, recreational facilities, parks and open spaces	G
We will deliver improvements to the Leisure Centre and Swimming Centre in Garstang by September 2016	B
We will develop support services to help people to stay in their own home	G
We will support Elected Members and Parish and Town Councils to improve neighbourhoods through empowering communities and encouraging active citizenship	G
We will continue our programme of work to maximise the use of our assets	G
We will explore external funding opportunities to help deliver future priorities	G
We will develop our staff so that they can effectively respond to current challenges	G

Comments and Issues - Projects

Local Plan – Whilst work is progressing there are on-going delays in completing the highways evidence, which means that the housing requirement in the Local Plan cannot be finalised. This is having an impact on a number of other work streams including Local Plan Assessments, Infrastructure Planning and Duty to Co-operate. Information due from Lancashire County Council, including further detailed highway work in relation to Poulton-le-Fylde, is impacting on the timescales proposed to deliver the Local Plan.

The Strategic Flood Risk Assessment (SFRA) Level II report is due to be finalised in October. In addition, the assessment of potential development sites has been carried out to inform allocations and form an addendum to the SFRA Level II Report.

The Gypsy and Traveller and Travelling Show People Assessment (GTAA) level II and the identification of a suitable site for travelling show people is on-going.

An application for neighbourhood plan area designation has been submitted for Dolphinholme, as has an expression of intent to progress a neighbourhood plan for Barton. The two areas sit within Wyre and neighbouring local authorities and will potentially require staff resources otherwise allocated to the local plan.

Leisure Centre and Swimming Pool improvements - Both centres are now completed. Two open days for customers to view and experience the refurbished facilities have been provided. The facilities have been well received and both the pool and leisure centre has seen an increase in membership and customer visits.

Engagement Campaign – Following a review of the Shaping Your Neighbourhood programme a new mechanism for neighbourhood engagement has been established. The 'Together we make a difference' network was approved by Cabinet on [19th October](#). The Shaping Your Neighbourhood initiative will be disestablished in favour of a community priority based partnership approach.

Measures	Actual	Direction
Number of additional houses built (net cumulative)	221	▲
Number of affordable dwellings built	40	▲
Number of businesses supported	94	▲
Number of businesses registered with Wyred Up (cumulative)	4,698	▲
Out of work benefit claimant count	955	▼
Town centre vacancy rates	7.18%	▼
Excess weight in adult (obesity & overweight measure)	65.2% (12/14)	◀▶
Excess weight –child 10-11 years(obesity & overweight measure) ANNUAL	34.6% (14/15)	◀▶
Number of referrals for early action	11	◀▶
% clients enabled to remain living in their own home (Care & Repair)	99.87*	◀▶
Number of leisure centre customers visits	467,300	◀▶
Number of volunteer hours offered	7,477	▲

Comments and Issues – Indicators

Both the **number of additional houses and affordable dwellings built** are continuing to show a marked increase on previous years. The end of quarter 2 reports the highest number of houses and affordable dwellings built in the second quarter of any financial year since 2008/09 (i.e. the earliest source of electronic data on the corporate performance management system).

Town Centre vacancy rates have improved across all 5 of the town centres when compared to 2015. However there has been an increase in vacancies since last quarter with only Cleveleys showing an improvement. Garstang has maintained its rate whereas Poulton, Thornton, and Fleetwood have reported an increase in vacancies.

Number of out of work benefit claimants - the original business plan measure i.e. number of job seekers allowance claimants has been revised to reflect the recent changes to Job Seekers Allowance (JSA) to include Universal Credit (UC) claimants. The figure published in January 2016 (1000 claimants) will be used as a baseline over this financial year for quarterly comparisons.

* Subject to external grant funding

PLEASE NOTE: The [hyperlinks](#) give further information on each of the projects and measures (this is available with council intranet access only).

Further Information on the projects and measures is available for members of the public by request via mailroom@wyre.gov.uk or

the Engagement Team: 01253 891000

*provisional –final validation pending



**Citizens Advice Bureau
Scrutiny Review**

- Draft Report -

Chairman:

Councillor Julie Robinson

Task Group Members:

Councillor Howard Ballard

Councillor Patsy Ormrod

Councillor Shaun Turner

Councillor Val Wilson

Overview & Scrutiny Committee

Chairman: Councillor Michael Vincent

Purpose of Review

To assess whether the council's requirements have been fulfilled, within the terms of the Service Level Agreement between the council and Citizens Advice Lancashire West, and whether positive outcomes have been delivered, prior to the Cabinet making a decision whether or not to continue funding Citizens Advice Lancashire West beyond the end of the current agreement (31 May 2017).

Aims of the Review

1. To review the current Service Level Agreement and come to a view about whether the intended outcomes have been achieved
2. To understand the complementary roles of (i) the council's Debt Advisors and (ii) the service provided by Citizens Advice Lancashire West
3. To review the implementation of the additional recommendations made by the previous scrutiny review and agreed by the Cabinet on 21 January 2015
4. To identify the services that need to be commissioned, and outcomes achieved, if the current agreement with Citizens Advice Lancashire West extends beyond May 2017
5. To explore other funding opportunities

(See scoping document, Appendix 1)

Recommendations

RECOMMENDATION 1

That the council renews the Service Level Agreement made on 1 June 2015, with appropriate updating and re-drafting to reflect Recommendation 2, with Citizens Advice Lancashire West for a further three years from 1 June 2017, with agreed funding.

RECOMMENDATION 2

That, in addition to the requirements already included in the Service Level Agreement, the Citizens Advice Lancashire West be required to:

- (i) Provide the numbers of people seeking advice from CALW who were referred by Wyre Council
- (ii) Prioritise referrals from Wyre Council according to agreed criteria
- (iii) Provide the numbers of people seeking advice from CALW in person and by telephone, respectively
- (iv) Provide the number of 'primary presenting problems' and 'other problems' for which advice is sought
- (v) Provide a breakdown of clients seen, according to benefit type
- (vi) Meet with Wyre Council officers six monthly to review performance within the context of the service level agreement

Evidence from Diane Gradwell and Guy Simpson, Citizens Advice Lancashire West

Diane Gradwell (Chief Executive) and Guy Simpson (Operations Manager), Citizens Advice Lancashire West attended a meeting of the scrutiny review group. Ms Gradwell and Mr Simpson presented an Impact Report, which supported performance information that had previously been provided to councillors.

Following the presentation Ms Gradwell and Mr Simpson were asked a number of questions and made some additional comments in order to help councillors meet the aims of the review. The following information is relevant to the review's purpose and aims:

- i. Citizens Advice Lancashire West (CALW) covers Chorley, South Ribble, West Lancashire and Wyre.
- ii. The annual income received by CALW from other councils for exclusive use in the respective council areas is:

○ Chorley	£75,000
○ South Ribble	£30,000
○ West Lancashire	£50,000
○ Wyre	£30,000
- iii. The LWCAB believes it has delivered the agreed services, as detailed in the service level agreement.
- iv. During 2015/16 CALW dealt with 4667 advice issues in Wyre using a total of thirteen staff and volunteers.
- v. Performance information, including quarterly client satisfaction surveys, indicates that 80% of clients said advice improved their lives, including reducing stress and improving finances, and 90% reported satisfaction with the overall service.
- vi. In response to a recommendation made by the Scrutiny Review Group and supported by the Cabinet in January 2015, CALW now keeps records of the number of cases in which advice is provided by face-to-face appointments compared with ones which are dealt with by telephone. The percentage of initial contacts by telephone has gradually been increasing since April 2015, when it was 42.1%. In the most recent quarter (July to September 2016) the number of initial contacts made by telephone overtook the number of initial face-to-face contacts for the first time, accounting for 53.5% of all initial contacts.
- vii. CALW has been operating from Fleetwood Town Council premises on Poulton Road Fleetwood for the past eighteen months. It was agreed that CALW could use the premises rent-free for five years, to allow them to provide a volunteer hub, which has been developed very successfully.

- viii. The volunteer hub enables more volunteers to be taken on and be fully trained, enhancing and adding value to the service provided and increasing capacity.
- ix. 'Advice' is provided by the CAB, which is very different from 'information' in that it is tailored to individual circumstances. Clients are never told what to do; they are provided with options and possible consequences.
- x. Quality is ensured by stringent national standards of oversight and supervision. A high level of internal and external audit is applied to ensure the highest quality of interventions. It takes 18 months to train a fully qualified advisor and even then their work is 100% quality checked.
- xi. Benefits and debts are the two categories that continue to dominate the advice provided.
- xii. There are plans to develop a Digital Help Centre (DHC) to assist clients who have little or no internet access or everyday digital skills. The need for this has been increased by the recent decision to close a number of libraries which previously offered some digital access. CALW would ideally like a base in Wyre to provide the DHC.
- xiii. There is a possibility of opening a new Telephone Call Centre as part of the Citizens Consumer Advice Services in Wyre.
- xiv. Advice is now available from the CALW website. 28% of web access is via mobile phones. There are also plans to improve CALW's use of social media.
- xv. Wyre's financial contribution helps in the provision of a platform from which services are planned and provided. The true cost of services delivered in Wyre "is astronomical".
- xvi. Different councils fund CALW for different periods of time, depending on their circumstances and priorities. A three-year funding commitment would assist CALW's planning and development.

Evidence from Marianne Hesketh (Service Director Performance and Innovation) and Pete Mason (Head of Contact Centre)

Marianne Hesketh and Pete Mason attended the second of two meetings of the scrutiny review group. They made a number of comments about the current service level agreement and the council's relationship with Citizens Advice Lancashire West, including the following:

Marianne Hesketh, Service Director Performance and Innovation

- i. At present there is no money allocated in the council's budget 2017/18 for the commissioning of this service from CALW.
- ii. It is very difficult to assess the real value of the agreement with CALW to the council. Quarterly statistics are received, which show that lots of people are seen by CALW, but the real impact and effectiveness is more difficult to quantify.
- iii. The council would welcome the opportunity to work more closely with CALW in helping to promote its initiatives. The event held in Fleetwood in October 2016 as part of Big Energy Saving Week, whereby householders were given advice about how to save energy and get help in paying bills, is an example.

Peter Mason, Head of Contact Centre

- i. We cannot accurately quantify what the impact on Wyre Council might be if the agreement with CALW is not renewed. This is because much of the advice they provide is likely to relate to benefits other than Housing Benefit and Localised Council Tax Support. These cases will still have a "knock-on" impact on the council however, as we still have to attempt to collect unpaid council tax from those having problems with entitlement to other social benefits
- ii. It is clear that CALW deal with a very high number of debt advice cases. More detailed information about the level of advice given would be helpful, for example how many cases are supported through the full debt advice process, how many progress to Debt Relief Order stage, and how many subsequently go through bankruptcy proceedings.
- iii. It is anticipated that the new Benefit Cap will reduce the benefits of a number of people, so it will inevitably have an adverse impact upon advice services like the one provided by the Council, which will come under more pressure. It would therefore be desirable to reach an agreement whereby in return for the funding, the council were able to refer a limited number of more complex cases (for example, those where the customer is subject to Department of Work and Pensions sanctions) as priority cases for the CALW to handle.
- iv. It would also be desirable to ensure that Wyre's referrals are dealt with within an agreed set time period.

- v. Face to face meetings between the council and CALW rarely happen. It would be helpful if a requirement to hold such meetings was built in to the service level agreement to ensure that constructive discussions and detailed information exchange takes place at least twice a year, in order to improve the service.
- vi. Taking CALW's figures at face value, it is clear that Wyre gets excellent value for money.

Conclusions

DRAFT

1. CALW has met the terms of the Service Level Agreement dated 1 June 2015, although there was no evidence that the monitoring of associated or underlying issues, in addition to the primary presenting issue, as had been accepted by the Cabinet on 21 January 2015, had been included. The task group still takes the view that it would be very informative to record underlying issues.
2. CALW deals with a large number of cases.
3. There is scope for more detailed recording by CALW, which might assist CALW's resource allocation and would be helpful to Wyre. For example, (i) splitting benefits data so that the comparative volume of work on the main benefits is known, and (ii) recording whether a client was referred by Wyre or not. This would assist CALW in quantifying the contribution being made to the council.
4. It would be helpful if some cases referred by the council received a higher level of priority (e.g. those involving mental illness), such cases being limited by way of a robust filtering system at Wyre
5. The lack of regular face to face contact between the council and CALW to review the service level agreement is a deficiency.
6. If the quarterly statistical reports are taken at face value it appears that Wyre Council gets excellent value for money.
7. In the current challenging financial climate short-term funding inhibits the growth and development of services and limits security and sustainability.

Responsibility for Implementation of Agreed Recommendations

The responsibility for implementing the recommendations will lie with the Service Director Performance and Innovation.

List of Appendices

APPENDIX 1 Citizens Advice Bureau Scrutiny Review Group – Scoping Document

DRAFT

18 November 2016

Citizens Advice Bureau – Scrutiny Review Group**Scoping Document**

Review Topic	Citizens Advice Bureau
Chair	Councillor Julie Robinson
Group Membership	Councillors Howard Ballard, Patsy Ormrod, Shaun Turner and Val Wilson
Officer Support	Peter Foulsham (Scrutiny Officer)
Purpose of the Review	To assess whether the council's requirements have been fulfilled, within the terms of the Service Level Agreement between the council and Citizens Advice Lancashire West, and whether positive outcomes have been delivered, prior to the Cabinet making a decision whether or not to continue funding Citizens Advice Lancashire West beyond the end of the current agreement (31 May 2017)
Objective of Review	To ensure that Citizens Advice Lancashire West delivers a service that meets the needs of residents and provides good value to Wyre's Council Tax payers.
Aims of Review	<ol style="list-style-type: none"> 6. To review the current Service Level Agreement and come to a view about whether the intended outcomes have been achieved 7. To understand the complementary roles of (i) the council's Debt Advisors and (ii) the service provided by Citizens Advice Lancashire West 8. To review the implementation of the additional recommendations made by the previous scrutiny review and agreed by the Cabinet on 21 January 2015 9. To identify the services that need to be commissioned, and outcomes achieved, if the current agreement with Citizens Advice Lancashire West extends beyond May 2017 10. To explore other funding opportunities
Methodology	<ul style="list-style-type: none"> • Review previous reports and documentation (see below) • Review performance data • Interview witnesses
Potential Witnesses	<ul style="list-style-type: none"> • Planning and Economic Development Portfolio Holder (in his role as the council's nominated representative on the CAB Board) • Wyre Council officers (including, possibly, Service Director Performance and Innovation, Head of Contact Centre and Care & Repair Manager)

	<ul style="list-style-type: none"> • Chief Executive, Citizens Advice Lancashire West • Fleetwood Town Council • Service users
Documents to be considered	<ul style="list-style-type: none"> • Service Level Agreement • Report to Cabinet on 5 December 2012, 'Welfare Advice Service (Citizens Advice Bureau)' • Scrutiny review report to Cabinet on 21 January 2015 • CAB Service Report – 2015 and beyond • CAB performance reports
Risks	<ul style="list-style-type: none"> • Unnecessarily prolonging what is intended to be a very short review of the outputs provided by the current funding arrangement with the CAB
Level of Publicity	Not defined at present.
Indicators of a Successful Review	<ul style="list-style-type: none"> • A clear recommendation to Cabinet influencing their decision about whether to continue the agreement with the CAB beyond 31 May 2017
Intended Outcomes	<ul style="list-style-type: none"> • A wide range of Wyre residents' social and welfare needs (including debt management in particular) managed effectively
Approximate Timeframe	One month, two meetings
Projected Start (and Completion) Date	November 2016

05.08.16

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Report of:	Meeting	Date	Item No.
Marianne Hesketh, Service Director Performance and Innovation	Overview and Scrutiny Committee	5 December 2016	9

Overview and Scrutiny Work Programme 2016/17 – update report

1. Recommendations

- 1.1 That the committee agree possible topics for task group review between January and April 2017.
- 1.2 That the report be noted.

2. Current work

2.1 Citizens advice services scrutiny review group

The council has a two-year service level agreement with Citizens Advice Lancashire West which will run until 31 May 2017. A review group was convened to review the service that has been delivered since 1 June 2015 and to make recommendations to the Cabinet about the possible extension of the service level agreement.

Over the course of two meetings the group met the Chief Executive of Citizens Advice Lancashire West (CALW) and council officers. The group also reviewed quarterly performance information from the past eighteen months, provided by CALW.

A draft report has been prepared, which was the subject of a previous item on the agenda of the Overview and Scrutiny Committee meeting on 5 December 2016. Subject to the committee's endorsement, recommendations will be considered by the Cabinet on 18 January 2017.

2.2 Domestic abuse task group

The domestic abuse task group has met six times and has gathered evidence from a wide range of organisations involved in providing domestic abuse services in Wyre.

The task group will meet with officers involved in delivering the Council's housing responsibilities on Tuesday 6 December. Representatives from the group will then meet with Dr Kath Greenwood, domestic abuse lead for the Fylde and Wyre Clinical Commissioning Group on, Tuesday 13 December.

The task group is likely to be in a position to agree its conclusions and recommendations early in 2017 before submitting them to the Cabinet.

2.3 Food hygiene task group

The task group has met twice, most recently on 21 November when a regional representative from the Food Standards Agency attended.

Two further meetings are planned for 23 January and 13 February 2017 respectively after which the task group will complete its report and make recommendations to the Cabinet.

3. Future task group work

- 3.1 There is some capacity for further task group reviews to be undertaken between January and April 2017. Councillors are encouraged to identify topics for consideration.

Report Author	Telephone No.	Email	Date
Peter Foulsham, Scrutiny Officer	01253 887606	peter.foulsham@wyre.gov.uk	22 November 2016

List of Background Papers:		
Name of Document	Date	Where available for inspection
Overview and Scrutiny Procedure Rules	7 July 2016	Council's website

APPENDICES

Appendix 1	Overview and Scrutiny Work Programme May 2016 – April 2017 – Summary
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Overview and Scrutiny Work Programme May 2016 – April 2017 - Summary

Updated 23 November 2016

	06-Jun	04-Jul	01-Aug	12-Sep	10-Oct	07-Nov	05-Dec	09-Jan	06-Feb	06-Mar	10-Apr		
Work Programme update report													
Community Safety Partnership (to include PCC)													
Performance review (quarterly)													
Local Plan progress report													
LCC Joint Health Overview and Scrutiny Committee													
<u>Holding the Exec to account for forthcoming decisions</u>													
Leader (Strategic Narrative, Business Plan)													
Planning and Economic Development PH													
<u>Task Groups Reporting to Committee</u>													
Localised council tax support													
Libraries (consultation)													
Domestic abuse													
Food hygiene ratings													
Citizens advice													
<u>Other work and reports to committee</u>													
Food hygiene ratings													
Waste contract annual performance plan													
Council tax discounts													
LCC - supporting people consultations													
Fleetwood market													
Left Coast													
Fees & charges													
Head of Finance:VFM profiles; Treasury Management													
Review Engaging with Communities TG recs													
Shaping Your Neighbourhood review													
Review CCGs TG recs													
Review Town and Parish Councils TG recs													
Sport England grant funding / YMCA													
Changing energy suppliers													
Dementia in Wyre													

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