

SCRUTINY PROGRESS MONITORING REPORT ON : CONCESSIONS ON FEES AND CHARGES

To provide progress in implementing recommendations of the Overview and Performance Scrutiny Forum from its scrutiny project work on Concessions on Fees and Charges. These recommendations were approved by Cabinet on 12 January, 2016. Please note the Cabinet resolution below that applies to the implementation of the resolutions below.

That Cabinet approves in principle all of the recommendations of the Overview and Performance Scrutiny Forum report on Concessions on Fees and Charges as set out below, but that before the implementation of any resolution that could have a financial implication to the Council, further investigation on the impact is carried out by officers and brought to Cabinet for consideration.

Recommendation 1 :

That any concessions made on fees and charges are used as part of a dynamic and agile pricing approach for services, where the overall objective is that total costs are covered.

Action	Responsibility / Implementation by:	Resources Needed / Available	Target Date	Achievement / Completed
As recommendation.	All Cabinet Members and all managers whose services offer concessions on fees and charges.	Existing resources.		Consideration by the Working Group and incorporated into draft policy. Meetings of the Working Group took place in May and June with a third set for September to look at the draft policy. Draft policy due to go to Cabinet in October 2016 for approval and implementation.

Recommendation 2 :

That the concessionary rates of reduction made on bulky waste and pest control services is reduced from 50% to 20%.

Action	Responsibility / Implementation by:	Resources Needed / Available	Target Date	Achievement / Completed
As recommendation.	Cabinet Member Health and Wellbeing Senior Environmental Health Officer Operations Manager, Community Services	Existing resources.		Report on Review of Fees and Charges for Waste and Recycling 2016/17 including reduction of concessions to 20% submitted to and approved by Cabinet in March 2016. Report on Environmental Health Fees and Charges for 2016/17 including reduction of concessions to 20% submitted and approved by Cabinet in February 2016.

Recommendation 3 :

That the cost of providing concessions, along with the provision of less popular or costly services is supported by revenue from higher demand services and services paid for at the full rate.

Action	Responsibility / Implementation by:	Resources Needed / Available	Target Date	Achievement / Completed
As recommendation.	All Cabinet Members and all managers whose services offer concessions on fees and charges.	Existing resources.		Considered by the Working Group and incorporated into the draft policy. Meetings of the Working Group took place in May and June with a third set for September to look at the draft policy. Draft policy due to go to Cabinet in October 2016 for approval and implementation.

Recommendation 4 :

That Leisure Services and Theatres continue to have the freedom to vary the rate of concessions offered in order to manage demand.

Action	Responsibility / Implementation by:	Resources Needed / Available	Target Date	Achievement / Completed
As recommendation.	Cabinet Member for Health and Wellbeing Cabinet Member for Town Centre and Visitor Economy Sports and Leisure Manager Arts and Venues Manager	Existing resources.		Considered by the Working Group and incorporated into the draft policy. Meetings of the Working Group took place in May and June with a third set for September to look at the draft policy. Draft policy due to go to Cabinet in October 2016 for approval and implementation.

Recommendation 5 :

That services establish the unit cost of providing a service before setting a price for a service. The costing of services should include all possible applicable costs, both fixed and variable involved in delivering a service such as buildings, staff, materials and IT.

Action	Responsibility / Implementation by:	Resources Needed / Available	Target Date	Achievement / Completed
As recommendation.	All Cabinet Members and all managers whose services offer concessions on fees and charges.	Existing resources.		Considered by the Working Group, this has been incorporated into the draft policy as a key principle. Meetings of the Working Group took place in May and June with a third set for September to look at the draft policy. Draft policy due to go to Cabinet in October 2016 for approval and implementation.

Recommendation 6 :

That where appropriate, services should only advertise that concessions are available, rather than listing all concessionary categories at the point of a service being enquired about.

Action	Responsibility / Implementation by:	Resources Needed / Available	Target Date	Achievement / Completed
As recommendation.	All Cabinet Members and all managers whose services offer concessions on fees and charges.	Existing resources.		Considered by the Working Group and incorporated into the draft policy. Meetings of the Working Group took place in May and June with a third set for September to look at the draft policy. Draft policy due to go to Cabinet in October 2016 for approval and implementation.

Recommendation 7 :

That concessionary discounts for services should only be granted after entitlement of eligibility for the concessionary rate has been confirmed.

Action	Responsibility / Implementation by:	Resources Needed / Available	Target Date	Achievement / Completed
As recommendation.	All Cabinet Members and all managers whose services offer concessions on fees and charges.	Existing resources.		Considered by the Working Group and incorporated into the draft policy. A list of documents will be put together and included in the policy so that all staff are aware of what to accept as proof of eligibility. Meetings of the Working Group took place in May and June with a third set for September to look at the draft policy. Draft policy due to go to Cabinet in October 2016 for approval and implementation.

Recommendation 8 :

That the concessionary categories for all services are updated to include the categories of:

i. Universal credit, with no earned income.

ii. Universal Credit with a housing element included.

Action	Responsibility / Implementation by:	Resources Needed / Available	Target Date	Achievement / Completed
As recommendation.	All Cabinet Members and all managers whose services offer concessions on fees and charges.	Existing resources.		Considered by the Working Group and incorporated into the draft policy. Looked into what evidence was available to show proof of Universal Credit and incorporated into list of documents. Meetings of the Working Group took place in May and June with a third set for September to look at the draft policy. Draft policy due to go to Cabinet in October 2016 for approval and implementation.

Recommendation 9 :

That the Sports and Leisure Manager reviews the published list of categories giving entitlement to concessionary rates so that the list is shorter, clearer and easier to understand by service users.

Action	Responsibility / Implementation by:	Resources Needed / Available	Target Date	Achievement / Completed

As recommendation.	Cabinet Member for Health and Wellbeing Sport and Leisure Manager	Existing resources.		Considered by the Working Group and incorporated into the draft policy. The list of categories has been reviewed is now much shorter. Meetings of the Working Group took place in May and June with a third set for September to look at the draft policy. Draft policy due to go to Cabinet in October 2016 for approval and implementation.
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Recommendation 10 :				
That concessionary reductions on fees and charges for services are not offered solely on the basis of age.				
Action	Responsibility / Implementation by:	Resources Needed / Available	Target Date	Achievement / Completed
As recommendation.	All Cabinet Members and all managers whose services offer concessions on fees and charges with a concession offered solely on the basis of age.	Existing resources.		Considered by the Working Group and incorporated into the draft policy. Meetings of the Working Group took place in May and June with a third set for September to look at the draft policy. Draft policy due to go to Cabinet in October 2016 for approval and implementation.

Recommendation 11 :

That a member and officer working group is established to develop a corporate policy on concessions and that:

i. the corporate policy on concessions on fees and charges includes all the recommendations made by the project group.

ii. that the members of the scrutiny project group on concessions on fees and charges are included in the working group.

Action	Responsibility / Implementation by:	Resources Needed / Available	Target Date	Achievement / Completed
As recommendation.	Cabinet Member for Governance Executive Director(s) Policy Manager	Existing resources.		Meetings of the Working Group took place in May and June with a third set for September to look at the draft policy. Draft policy due to go to Cabinet in October 2016 for approval and implementation.