

Appendix C Fees & Charges 2017 – Review

The Fees & Charges Policy was approved by Council in November 2014. It states that 'All fees and charges should be reviewed on a more fundamental basis at least every 3 years, where it is necessary to examine all the factors set out below in accordance with good practice guidance i.e. the CIPFA Practical Guide for Local Authorities on Income Generation (Fully revised 2008).'

The Council provides around c900 individual Fees & Charges services (or variants thereof) to the public and organisations within Central Bedfordshire.

Because of the very large number of services provided, this review is currently being undertaken on a rolling basis and is being coordinated by Finance. Fees & Charges will be reviewed in phases over a three yearly cycle.

For 2017, it was agreed that the following Fees & Charges would be reviewed. This task was undertaken between May 2016 and July 2016. This covered 25% of the total of Fees & Charges income.

Directorate	Descriptor	2015/16 Budget
Regeneration and Business Support	Planning Application Income	£1,762,770
Regeneration and Business Support	Albion Archaeology	£1,690,000
Regeneration and Business Support	Building Control	£720,000
		£4,172,770
Social Care, Health & Housing	Learning Disabilities Packages (Income from other local authorities)	£1,215,220
Social Care, Health & Housing	Housing - Service Charges (Communal Cleansing)	£201,260
		£1,416,480
Community Services	Rental Income : Shops, Shopping Centres & Offices	£749,520
Community Services	Rent Income (Farm Estates)	£600,000
Community Services	Household Waste	£445,000
Community Services	Licensing	£424,600
Community Services	Service Transport - Fleet	£250,010
Community Services	Libraries	£192,980
Community Services	Licensing & Trading Standards	£41,710
Community Services	Rights of Way	£40,940
		£2,744,760
ICS	Registration	£632,830
	Total F&C to Review	£8,966,840
	Total F&C Income (Exc HRA)	£36,000,000
		25%

The questions covered in this review are shown below.

- Description of the service
 - Name
 - Overview
 - Owner/contacts
 - Identify which are shared services

- Statutory Status
 - Which are statutory
 - Is it the provision, price or both
 - What is the price change date (January/April/Other)

- How does the customer request the service
 - Method
 - Frequency

- Volumetrics
 - What were the volumes (number of times service provided) for 2014/15 and 2015/16
 - How much revenue was generated 2014/2015 and 2015/16

- How do we provide the service and what are the costs
 - In house resource
 - Outsourced/commissioned
 - Standard offer to all
 - Bespoke (e.g would Planning fees depend on complexity)
 - What is the nature of the cost (What are the cost drivers, e.g. staff time, materials, other)

- What is the evidence of cost / how do/can you track this
 - When was it last updated
 - Does the cost change with volume, if so, how is this factored in
 - Is there actually any incremental cost (do we actually incur costs or is it part of day job)
 - How have overheads been applied, e.g. pension costs, national insurance, corporate overheads.

- How have we priced the service
 - Is it cost reflective, benchmarked, market price.
 - What is the proposed charge for 2017 and how does this compare to 2016

- How is the service billed
 - By whom
 - What system (e.g. SAP, SWIFT)
 - How is payment collected (point of access (e.g. payment card/machine), invoice, other)
 - How is payment coded in the billing system
 - What are the payment terms
 - What is the VAT treatment – is it correct.

- How is the service monitored
 - How are volumes tracked
 - What granularity of revenue is available in SAP or other systems for each service

- Other
 - Are we billing for services but not reflecting in the published F&C on our website
 - Which services are not billed and why (might also be a question for Finance e.g. low value sales vs, cost of invoicing)
 - Are there other issues relating to your services that you would like to flag up.

Due to the sheer volume of information held, the outcome of individual reviews has not been included within this paper, but a database has been created which is held by Finance.