

NOTICE
OF
MEETING

CORPORATE OVERVIEW & SCRUTINY PANEL

will meet on

WEDNESDAY, 26TH JANUARY, 2022

At 7.00 pm

by

VIRTUAL MEETING - ONLINE ACCESS AND ON [RBWM YOUTUBE](#)

TO: MEMBERS OF THE CORPORATE OVERVIEW & SCRUTINY PANEL

COUNCILLORS PHIL HASELER (CHAIRMAN), GARY MUIR (VICE-CHAIRMAN),
JULIAN SHARPE, LYNNE JONES AND SIMON WERNER

SUBSTITUTE MEMBERS

COUNCILLORS LEO WALTERS, GEOFF HILL, SHAMSUL SHELMIM,
JOSHUA REYNOLDS AND SAYONARA LUXTON

Karen Shepherd – Head of Governance - Issued: 18th January 2022

Members of the Press and Public are welcome to attend Part I of this meeting. The agenda is available on the Council's web site at www.rbwm.gov.uk or contact the Panel Administrator **Mark Beeley** 01628 796345 / mark.beeley@rbwm.gov.uk

Recording of Meetings – In line with the council's commitment to transparency the Part I (public) section of the virtual meeting will be streamed live and recorded via Zoom. By participating in the meeting by audio and/or video, you are giving consent to being recorded and acknowledge that the recording will be in the public domain. If you have any questions regarding the council's policy, please speak to Democratic Services or Legal representative at the meeting.

AGENDA

PART I

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5.	<u>BUDGET 2022/23 – CAR PARKING INCOME TARGETS</u> To consider the income targets on car parking which have been proposed as part of the Budget 2022/23.	Verbal Report
6.	<u>2021/22 Q2 DATA & PERFORMANCE REPORT AND FUTURE PERFORMANCE REPORTING ARRANGEMENTS</u> To consider the Q2 performance report and the future performance reporting arrangements.	77 - 110
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MEMBERS' GUIDE TO DECLARING INTERESTS AT MEETINGS

Disclosure at Meetings

If a Member has not disclosed an interest in their Register of Interests, they **must make** the declaration of interest at the beginning of the meeting, or as soon as they are aware that they have a Disclosable Pecuniary Interest (DPI) or Other Registerable Interest. If a Member has already disclosed the interest in their Register of Interests they are still required to disclose this in the meeting if it relates to the matter being discussed.

Any Member with concerns about the nature of their interest should consult the Monitoring Officer in advance of the meeting.

Non-participation in case of Disclosable Pecuniary Interest (DPI)

Where a matter arises at a meeting which directly relates to one of your DPIs (summary below, further details set out in Table 1 of the Members' Code of Conduct) you must disclose the interest, **not participate in any discussion or vote on the matter and must not remain in the room** unless you have been granted a dispensation. If it is a 'sensitive interest' (as agreed in advance by the Monitoring Officer), you do not have to disclose the nature of the interest, just that you have an interest. Dispensation may be granted by the Monitoring Officer in limited circumstances, to enable you to participate and vote on a matter in which you have a DPI.

Where you have a DPI on a matter to be considered or is being considered by you as a Cabinet Member in exercise of your executive function, you must notify the Monitoring Officer of the interest and must not take any steps or further steps in the matter apart from arranging for someone else to deal with it.

DPIs (relating to the Member or their partner) include:

- Any employment, office, trade, profession or vocation carried on for profit or gain.
- Any payment or provision of any other financial benefit (other than from the council) made to the councillor during the previous 12-month period for expenses incurred by him/her in carrying out his/her duties as a councillor, or towards his/her election expenses
- Any contract under which goods and services are to be provided/works to be executed which has not been fully discharged.
- Any beneficial interest in land within the area of the council.
- Any licence to occupy land in the area of the council for a month or longer.
- Any tenancy where the landlord is the council, and the tenant is a body in which the relevant person has a beneficial interest in the securities of.
- Any beneficial interest in securities of a body where:
 - a) that body has a place of business or land in the area of the council, and
 - b) either (i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body **or** (ii) the total nominal value of the shares of any one class belonging to the relevant person exceeds one hundredth of the total issued share capital of that class.

Any Member who is unsure if their interest falls within any of the above legal definitions should seek advice from the Monitoring Officer in advance of the meeting.

Disclosure of Other Registerable Interests

Where a matter arises at a meeting which **directly relates** to one of your Other Registerable Interests (summary below and as set out in Table 2 of the Members Code of Conduct), you must disclose the interest. **You may speak on the matter only if members of the public are also allowed to speak at the meeting** but otherwise **must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation**. If it is a 'sensitive interest' (as agreed in advance by the Monitoring Officer), you do not have to disclose the nature of the interest.

Other Registerable Interests (relating to the Member or their partner):

You have an interest in any business of your authority where it relates to or is likely to affect:

- a) any body of which you are in general control or management and to which you are nominated or appointed by your authority*
- b) any body*
 - (i) exercising functions of a public nature*
 - (ii) directed to charitable purposes or*

one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union)

Disclosure of Non- Registerable Interests

Where a matter arises at a meeting which **directly relates** to your financial interest or well-being (and is not a DPI) or a financial interest or well-being of a relative or close associate, you must disclose the interest. **You may speak on the matter only if members of the public are also allowed to speak at the meeting** but otherwise **must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation**. If it is a 'sensitive interest' (agreed in advance by the Monitoring Officer) you do not have to disclose the nature of the interest.

Where a matter arises at a meeting which **affects** –

- a. your own financial interest or well-being;
- b. a financial interest or well-being of a friend, relative, close associate; or
- c. a body included in those you need to disclose under DPIs as set out in Table 1 of the Members' code of Conduct

you must disclose the interest. In order to determine whether you can remain in the meeting after disclosing your interest the following test should be applied.

Where a matter **affects** your financial interest or well-being:

- a. to a greater extent than it affects the financial interests of the majority of inhabitants of the ward affected by the decision and;
- b. a reasonable member of the public knowing all the facts would believe that it would affect your view of the wider public interest

You may speak on the matter only if members of the public are also allowed to speak at the meeting but otherwise **must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation**. If it is a 'sensitive interest' (agreed in advance by the Monitoring Officer, you do not have to disclose the nature of the interest.

Other declarations

Members may wish to declare at the beginning of the meeting any other information they feel should be in the public domain in relation to an item on the agenda; such Member statements will be included in the minutes for transparency.

Public Document Pack Agenda Item 3

CORPORATE OVERVIEW & SCRUTINY PANEL

MONDAY, 29 NOVEMBER 2021

PRESENT: Councillors Phil Haseler (Chairman), Gary Muir (Vice-Chairman), Julian Sharpe, Lynne Jones and Simon Werner

Also in attendance: Councillor David Hilton, Councillor Samantha Rayner, Councillor John Baldwin, Councillor Christine Bateson, Councillor David Cannon and Councillor Ewan Larcombe

Officers: Mark Beeley, Adele Taylor, Andrew Vallance and Daniel Brookman

APOLOGIES FOR ABSENCE

There were no apologies for absence received.

DECLARATIONS OF INTEREST

There were no declarations of interest received.

MINUTES

RESOLVED UNANIMOUSLY: That the minutes of the meetings held on 4th October 2021 and 11th October 2021 were approved as a true and accurate record.

CORPORATE TRANSFORMATION STRATEGY AND ACTION PLAN

Daniel Brookman, Head of Transformation, highlighted what had happened to the strategy since it had been signed off. Transformation was everyone's role, the pandemic had a significant impact but changes at RBWM had been made. An update would be going to the Cabinet Transformation Sub Committee the following evening, on 30th November 2021. A huge amount of transformation had been delivered at speed and was done in a number of ways. Individual actions were things that people knew how to do themselves to make their work more efficient. Service actions involved working with communities on what they needed and ensuring that the council was able to deliver this support. Toolkits had been created which could assist and there would be support from the transformation team. Finally, there were council wide programmes and projects that covered a number of service areas.

There were a number of key focuses over the next 12 months. Engagement HQ was a new platform which had been recently set up and was called RBWM Together. This platform allowed for collaboration between teams, particularly when working remotely. It provided a space for staff to air views and new ideas, for example through surveys and quick polls. Considering adult social care transformation, MySense was a predictive system which allowed staff to react to any health issues before they happened. 'Brain in Hand' was a programme that had been developed to allow people to live independent lives by creating schedules for their day. As an organisation, RBWM had collected a significant amount of data and it was important that it was ethically stored. There were plans for a Corporate Data Strategy to be developed to further utilise and safeguard the use of this data.

The system used by staff in adult social care, Paris, was becoming outdated and the transformation team had undertaken work on a new system. The system would allow data to be shared, promoting multi agency working and providing long term financial viability. The website had been upgraded too and was now powered by Drupal, which was an open source software and had gone live in July 2020. There had been around 1,600 web pages and 300

forms which had been transferred to the new site. The number of daily visits to the RBWM website had been around 5,000, this had dropped to around 1,500 but this was due to the change in cookies settings which meant that residents could choose not to be tracked and therefore they would not show up in the figures. Accessibility requirements had also now come in, which meant that all documents on the website needed to be accessible. The website was audited by the government in August 2021 and was found to be partially compliant, the issues which had come out of the audit had now been actioned. A number of PDFs would be revisited, with about 250 still outstanding. The new search function was live and was an improvement on the original search function. A feedback loop had also now been completed.

Daniel Brookman moved on to discuss community working, in particular the work with volunteers who helped those residents that had been shielding during the course of the pandemic. The Embedding Community Response Project had also been a recent ongoing success and Daniel Brookman outlined some examples of the work that the project had been involved in.

Councillor Werner said that the budget was about managing cuts and he believed that cuts were leading the transformation programme. He felt that the budget showed where services would be cut and then the transformation team would then work to cover it.

Daniel Brookman said that language was key, he did not believe that cuts were leading the transformation. Transformation was about doing things differently and was not about making cuts or removing staff.

Adele Taylor, Executive Director of Resources, explained that if there was a budget saving which had come from the work of the transformation team, then this would be included within the budget. It was focused on the transformation of services, rather than seeing where cuts could be made.

Councillor Hilton, Cabinet Member for Finance and Ascot, said that if the council reduced resources in some areas this could then be used in other areas. Its priority was to make the lives of residents better, RBWM needed to consider how services could be provided that improved the experience of residents.

Councillor L Jones commented on the savings tracker which outlined in 2021/22 there would be £1.2 million worth of savings. The transformation had not yet been delivered but there was already a target on savings from the transformation programme. Councillor L Jones felt that savings should not be part of the budget and they should be made in year, she could see where Councillor Werner was coming from.

The Chairman asked for clarification on what the concern about the savings was.

Councillor Werner said that there should not be a savings target in the budget. He argued that the transformation projects should be delivered and then any savings could then be realised. Transforming services was supposed to be for the benefit of residents, but Councillor Werner said that cuts were leading the transformation. He wanted to send a message to the Cabinet Transformation Sub Committee that the savings proposals and transformation programme were being carried out incorrectly.

Councillor Sharpe said that it was important that RBWM did not 'put the cart before the horse'. Advances in technology had given the council new ways of working and doing things, whilst providing the same service to residents. Money was not the key driver and RBWM should be able to provide better services to residents through its transformation programme.

Adele Taylor said that if there was a reduction included in the budget, then officers believed that it would be delivered. Not all of the action plan would be delivered on day one, if a service was being cut it would be clear. The purpose of transformation was to deliver things in different way which would save money.

Councillor L Jones said that it was a leap to estimate transformation savings when the transformation had not been completed and therefore officers did not know for sure what would work. She pointed to a previous example where it was estimated that the transformation of a service would lead to cost benefits but it did not. RBWM should therefore be careful about estimating savings whilst the transformation was taking place.

Councillor Sharpe noted the comments on the financial side of transformation but wanted to speak about the transformation plan. The transformation of some council services was crucial and Councillor Sharpe felt that RBWM was going down the right path.

Councillor L Jones picked up on digital access and responsiveness to residents to improve access to services. She asked if RBWM had the capability to allow residents to use smart phones to access services. On volunteering, Councillor L Jones had noted that there had been volunteer fatigue in her community. She asked how that could affect the transformation of some services.

Councillor Werner said that there needed to be a motivator for the transformation programme, he wanted to see savings being realised at the end of the process.

Adele Taylor explained that everything included in the budget was targets that officers believed could be achieved. She had not given any team a savings target, teams would make proposals which would be included in the budget. The transformation team had put together a business case, with proposals coming forward from a strong evidence base.

Daniel Brookman, responding to Councillor L Jones questions, said that smart phone access was now possible through the Drupal platform. On volunteering, Daniel Brookman understood the point being made. There had been a huge number of volunteers at the start of the pandemic but this had reduced over the past year. The transformation team continued to work with various volunteer groups, there were 150 community champions delivering key messages, for example. Engagement HQ showed where residents were working with RBWM on projects that could be delivered.

Councillor Hilton said that business cases were put forward and RBWM needed to consider how staff resource could be used effectively. The council helped residents and he thought that they would expect investment to be made in services in the budget.

Councillor Baldwin believed that opportunity cost was the next best use of resources. It was focused on savings and therefore the transformation team could only be about savings and how to achieve them. Capital receipts could only be used when savings had been made. Councillor Baldwin felt that it was a dead end, the council had to use transformation to gain traction and deliver service improvements because there was no room in the revenue budget.

In response, Adele Taylor confirmed that capital receipts were only one method of funding transformation. In terms of revenue savings, all it meant was that the budget required was reduced. A lot of transformation did not cost anything, it was looking at the best way of delivering services and projects differently.

Councillor Baldwin asked when additional money had been spent, had anything other than capital receipts been used to fund this expense.

Daniel Brookman used the example of the new case management system which had been built by the team. This project did come out of a small budget for transformation but the team had received funding from a grant from Local Digital which would allow the team to enhance the system over the coming months. The team always looked externally to fund some projects before investigating whether there was the budget internally.

Councillor Baldwin had an additional question, he was advised by the Chairman to discuss this after the meeting with officers if required.

Councillor Werner said that the 'MySense' system was like a 'spy in the home'. A lot of people would have access to the data which would be collected by the device and Councillor Werner was concerned about the privacy of this data, was the data anonymised and how easy was it to access and see the data.

Daniel Brookman said that the device was not spying on residents who were using the service. It was about health data and those that were part of the service had given their consent to who could access the data. The data could be shared with family and adult social care if required, the data was very secure and did not go anywhere without the participants consent.

Councillor Werner asked what happened to those participants that refused to consent and would they therefore not receive the same support as those that had consented. He also asked if the privacy security and data were independently reviewed.

Daniel Brookman said that the solution was not fit for purpose for all, some people did not want the device. Those that were not part of the programme still received the same service, it was just delivered in different ways. The privacy of the data was reviewed internally, by a third party and was signed off by the Information Commissioner's Office.

Councillor Sharpe asked which residents were part of this programme.

Daniel Brookman responded that there was a set criteria that potential participants would be assessed against, predominantly it was usually those living alone. It could assess the health conditions of the participant and help the team flag up any issues before they happened. The data could be sent to family and the council so that they were alerted as soon as possible.

The Chairman commented on the vision of the Corporate Transformation Strategy, which had been titled 'building a community centric borough of opportunity and innovation'. After the Panel's work on the scrutiny of the Corporate Plan, they had recommended to Cabinet that the word 'sustainable' was included. The Chairman proposed that this was also added to the Corporate Transformation Strategy.

RESOLVED UNANIMOUSLY: That the Corporate Overview and Scrutiny Panel recommended that the word 'sustainable' be added to the title of the vision of the strategy, to read: 'building a community centric sustainable borough of opportunity and innovation'.

Councillor Werner proposed that the Panel recommended that transformation should not be led by the savings and to ensure that this was the case. The Chairman said that officers had already given assurances at the meeting that this was not the case, this was therefore recorded as a minority comment.

Councillor L Jones requested that her comment on volunteer fatigue was noted, she felt that any transformation involving volunteers could be difficult to achieve. She said that volunteer transformation needed to be sustainable.

The Chairman agreed and said that it was incredibly hard to get right.

Councillor Werner said it was easy to monitor volunteering wellbeing, things like retention rates, volunteer surveys and speaking to volunteers could help organisations understand what staff wellbeing was like.

RESIDENT SCRUTINY SUGGESTION - RBWM APP

Daniel Brookman said that the suggestion had come into the council from a resident using the scrutiny topic suggestion form on the website. The suggestion had been considered by officers and a report had been produced on the scope and potential of the topic for the Panel to consider. Daniel Brookman said the suggestion, for an RBWM App, was a good one and the report was suggesting a recommendation for officers to complete a discovery session to capture interested parties and allow the application to be costed. The findings of the session would be reported back to the Panel in June 2022.

Andrew Ingram informed the Panel that he had submitted the suggestion to the council for consideration. Around 87% of adults used smart phones and most organisations had an app which could often function between that a website. RBWM had a communication gap and by developing an app, the gap could be closed as the council could offer its services to more people. Notifications could also be sent to residents through the app. Andrew Ingram said that other local authorities already had an app, so RBWM could learn from their experiences. He thanked officers for considering his suggestion and for taking the idea forward.

The Chairman said that he taken a look at other local authorities who currently had their own app. He noted that on one example, the app had been released in 2017 and therefore it would be worth discussing the idea with this local authority to see how their app was working.

Councillor Werner thought it was a great idea, the app could be used for reporting issues as well as providing accessing to a number of other council services. He agreed that RBWM should see what other councils were doing before bringing their own app to the table.

Councillor Sharpe said it was a good idea and wanted to see an RBWM app produced.

Councillor L Jones said that she regularly used apps and that it was a good suggestion. She raised some concern on whether the council had the capacity and capability to produce and run its own app. The project would need investment but it was a good way of communicating with residents. The financial information on a potential app needed to be considered too.

The Chairman commented that the report mentioned a full costing would be looked at over the next few months.

RESOLVED UNANIMOUSLY: That the Corporate Overview and Scrutiny Panel noted the report and:

- i) Welcomed the suggestion made for such an app which could form part of the council's suite of communication tools.**
- ii) Noted that a 'discovery' session within the next six months to capture user stories from both residents and other interested parties to enable a full specification to be costed, with the outcome of the session reported back to the Panel in June 2022.**

CIPFA ACTION PLAN UPDATE

Andrew Vallance, Head of Finance, explained that this was the final CIPFA update that the Panel would be receiving. All actions in the action plan had now been undertaken, the last action still to be completed was on the recruitment of new staff. They would be starting in January 2022 when this action would be completed. In November 2021, Cabinet had approved the new internal audit arrangements which would come into effect from April 2022. Cabinet had also seen the 31Ten action plan report into the RBWM Property Company. Two Cabinet Transformation Sub Committees were taking place to consider the Corporate Transformation Strategy. A final report on the CIPFA action plan would be considered by Cabinet in December 2021.

The Chairman asked if now that all actions had been completed, were officers confident that there was now a system in place.

Andrew Vallance said that officers were confident and it was now business as usual for all service departments.

Councillor Sharpe considered the transformation of the finance team over the past few years and said that it was now in a good place.

Councillor L Jones asked about the management of partnership arrangements. Internal audit and the Property Company had been completed but other partnerships had not.

Andrew Vallance confirmed that reviews on Optalis and Achieving for Children had been completed, along with the review on the pension fund.

Councillor L Jones asked what other partnership arrangements did RBWM have.

Adele Taylor said that the shared legal service and Building Control were also part of this review. All partnership arrangements had appropriate reviews.

Councillor L Jones proposed that this section of the action plan was amended, so that it showed all reviews for partnership arrangements had been completed, not including partnerships which were subject to procurement.

RESOLVED UNANIMOUSLY: That the Corporate Overview and Scrutiny Panel recommended the completed section of the CIPFA action plan was amended to show that all partnerships, which were not subject to procurement, had been completed.

Councillor Werner said that now the CIPFA action plan had been completed, there was a big danger as this was when things could start to slide. He asked if there was a review process in place, for example could CIPFA be brought back in to see how RBWM was performing.

Adele Taylor explained that internal audit would ensure that RBWM was still performing as expected and the Audit and Governance Committee would be involved in the action plan of internal audit. Services would look to keep planning and make use of best practise, it was important that RBWM had a good internal audit function which also worked in conjunction with the external auditors.

Councillor Werner said that previous external and internal audits had failed, CIPFA then had to be brought in and therefore Councillor Werner felt that RBWM should have an open mind. He suggested that CIPFA was brought back in two years.

Adele Taylor said that there was an option around peer reviews, this was something that the Audit and Governance Committee could pick up on their work programme.

Councillor Werner said that RBWM needed to stay on top of this.

Councillor L Jones said that she was happy with the process and the reporting which was now much more transparent. A review should be considered in a couple of years which could be conducted through the peer review process. One aspect of the CIPFA report mentioned 'poor officer culture with dominant Members', Councillor L Jones felt that the culture of Members was not yet at the right level and was an area that still required some work. She felt that challenge was welcome in environments like the Corporate Overview and Scrutiny Panel meetings but for other Panels this was not the case.

The Chairman noted that under Member Oversight, there was narrative reminding Members of their roles and responsibilities.

Councillor Sharpe said that the council was transforming the way that it operated. Overview and Scrutiny had improved, it was more collaborative and cooperative than it had been in the past.

RESOLVED UNANIMOUSLY: That the Corporate Overview and Scrutiny Panel reviewed the report and:

- i) Noted the actions taken in respect of the objectives set out, and that the Action Plan had now been completed.**
- ii) Reported any comments on the final completion of the Action Plan to Cabinet.**

FINANCIAL UPDATE

Andrew Vallance updated the Panel on the latest financial position of RBWM. At month 6, there was a small underspend of £46,000, which was a £700,000 improvement over month 4. The reasons for this were contained in the Outbreak Management Fund and extra money from the CCG had been received. There had been a severe overspend reduction in children's services, down to £684,000 which was mainly around placements. For adult's services, there was around a £500,000 overspend which was similar to other Berkshire local authorities. There was £1 million underspend in property.

Councillor L Jones said that the outturn position overall was roughly £50,000 above what was expected. £400,000 had been received from CCG, £1 million from property but there were still 6 months to go. She was unsure about bringing in the £1 million when there was still a lot of uncertainty. On the savings tracker, there were 'potentially unachievable' savings listed of £2.2 million, Councillor L Jones asked how achievable these savings were.

Andrew Vallance said that the £1 million had come from the property team, some of the savings would turn to green from amber. Those that did not, alternative savings would be found.

Adele Taylor added that one of the amber savings had recently turned to green after a Cabinet decision.

Councillor Werner said that the update was showing a different picture to the last update that the Panel had received. He asked what work had gone in to change the overspend to an underspend. How would this be embedded into the system so that this did not happen again.

Andrew Vallance explained that the main reason for the £700,000 change was the CCG money being confirmed. There were further reserves which could be used if needed to balance the budget. The provisional figure for month 7 was a £9,000 underspend.

Adele Taylor said that RBWM spent over £100 million in total, so small amounts of movement like this were common. Budget managers were going through the data in detail which led to greater transparency and it was shown to the Panel where things were being changed where needed. The start of the financial year was less certain than mid-year and therefore it was based on estimations and assumptions. Government had supported the council with grant funding which had an impact on the budget and it was difficult for officers to predict how much support RBWM would receive going forward. Any movement was explained in the report but officers were happy to explain any further detail.

Councillor Werner asked for clarification that the Head of Finance had suggested that if there was any further overspend, there were other sources of income which could be used.

Andrew Vallance said that there was money in reserves available which could be used if required.

Councillor Sharpe said that there were a number of pressures, he asked if officers were sure that all the pressures had been outlined.

Andrew Vallance responded by saying that officers were aware of many pressures, but some were unknown for example the impact of any additional Covid restrictions on income.

Adele Taylor said that there were demand led budgets, for example children placements were expensive and one or two additional children could be an added additional cost. Reserves were one off spending, there were no plans to use reserves and they would only be used as a last resort.

Councillor L Jones asked for an explanation on the gross borrowing forecast and risks associated with it. She had noted from the recommendations in the report and was concerned about the purchase of waste vehicles, she could not find any reference to this in any other report. Councillor L Jones said that this was a significant amount of capital being spent and Members should have been given an overview of this decision.

Andrew Vallance said that mixed borrowing was always under review. Interest rates did not go up in November 2021, the next likely time they could increase was February 2022. Two waste vehicles needed to be approved this financial year, with Cabinet being asked to confirm this spending as part of the report. The other four additional waste vehicles would be part of the draft capital budget. The two purchased this year would be funded by money receiving from Community Infrastructure Levy, the four additional waste vehicles next financial year would be funded by borrowing. The new vehicles needed to be purchased to cover new routes which had recently been agreed.

Councillor L Jones requested that the Service Lead was invited to a future meeting of the Panel to explain the reasoning behind the decision, this was agreed by the Panel.

ACTION – The Service Lead for Waste to be invited to a future meeting of the Corporate Overview and Scrutiny Panel.

RESOLVED UNANIMOUSLY: That the Corporate Overview and Scrutiny Panel noted the report.

WORK PROGRAMME

The Chairman said that there was an item on the customer journey which had been suggested, a scoping document needed to be completed to add this item to the work programme.

Councillor L Jones suggested an item on communication and that she was considering a scoping document on this. This work could then lead into the potential development of an RBWM app, as had been discussed during the meeting.

Mark Beeley, Democratic Services Officer, said that the Panel would potentially have an additional meeting towards the end of December 2021 to consider and scrutinise the budget.

Councillor L Jones expressed concern that the budget could be scrutinised properly in December as not all of the numbers would be available on the finance settlement, she believed that there should be another scrutiny session after Christmas.

Adele Taylor said that numbers on the finance settlement were expected mid-December but these would still be provisional. She would be looking to brief Members as soon as possible.

Councillor L Jones suggested that she would prefer to scrutinise the budget after the finance settlement figure had been confirmed.

Councillor Sharpe said that the Panel should give as much time as possible to allow the figures on the finance settlement to be confirmed. Therefore, scrutinising the budget in December might not be the best course of action.

Adele Taylor clarified that the only figure the Panel did not have was the finance settlement figure. All other aspects of the budget still needed to be scrutinised, there was no guarantee that the final finance settlement figure would be received before RBWM was legally required to set the budget.

Councillor Sharpe asked if the finance settlement figure was essential in setting in the budget.

Adele Taylor explained that it was not, it was not the function of scrutiny to consider the finance settlement number. It was not unusual for local authorities to not have a final confirmed figure for the finance settlement when setting the budget.

Councillor L Jones asked if it meant that the figures in the budget would therefore not change.

Adele Taylor responded by saying that the budget proposals would not change, the estimated finance settlement number was £3 million.

Councillor L Jones commented that it would be useful to have as much information as possible at the time the budget was scrutinised by the Panel.

Councillor Werner said that the budget was based on assumptions but the budget could need to change if the £3 million finance settlement was not received from the government. Councillor Werner argued that if the figure was confirmed, the December meeting should go ahead, if the figure was not confirmed then the Panel should delay the meeting until the new year.

Adele Taylor said that any changes would be proposed in the final budget. This was an opportunity for the Panel to see the budget early and feed into the process. Officers had to make estimations on government funding before final figures were confirmed.

Councillor Werner asked what would happen if RBWM only received £2 million, for example, but the budget was set on the assumption that the figure would be £3 million. He felt that the process did not make sense, it was important to discuss things like additional savings.

The Chairman said that the budget was not going to be reissued and he would close off the discussion on this topic. Officers would review the situation and bring the budget to the Panel when it was ready.

Councillor Larcombe said that he was pleased to see in the budget that £200,000 would be going towards the Barrel Arch. He suggested that Wraysbury drain should be looked at and should be added to the work programme for the Panel to consider.

The Chairman said that Councillor Larcombe should liaise with Members on the Panel to produce a scoping document, if appropriate. The Panel could then decide if they wanted to add the item to the work programme.

The meeting, which began at 7.00 pm, finished at 9.10 pm

CHAIRMAN.....

DATE.....

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Report Title:	Fees and Charges Report 2022/23
Contains Confidential or Exempt Information?	No - Part I
Member reporting:	Councillor Hilton, Cabinet Member for Finance and Ascot
Meeting and Date:	Corporate Overview & Scrutiny Panel – 26th January 2022
Responsible Officer(s):	Adele Taylor – Executive Director of Resources, S151 Officer Andrew Vallance – Head of Finance, Deputy S151 Officer
Wards affected:	All

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REPORT SUMMARY

This report invites Members of the panel to consider and comment on the proposals for the level of fees and charges to be levied for the next financial year 2022/23.

Charges included in this report for 2022/23 that are under the council's control, will take effect from 1st April 2022.

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That Corporate Overview & Scrutiny Panel is asked to comment, and make recommendations to Cabinet, on:

- i) The proposed fees and charges for 2022/23 as set out in Appendix A

2. REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

Options

Table 1: Options arising from this report

Option	Comments
Corporate Overview & Scrutiny Panel is requested to comment on the proposed fees and charges for 2022/23	This is the recommended option

3. KEY IMPLICATIONS

Table 1: Key Implications

Outcome	Unmet	Met	Exceeded	Significantly Exceeded	Date of delivery
Services delivered within approved budget	Budget overspend >£250,000	Budget variance +/- £250,000	Budget underspend >£250,000 <£1,500,000	Budget underspend >£1,500,000	31 March 2023

4. FINANCIAL DETAILS / VALUE FOR MONEY

- 4.1 The Council provides a wide range of services and the ability to charge for some of these services has always been a key funding source to support the cost of providing the service.
- 4.2 Some charges are statutory, such as planning fees which are set nationally.
- 4.3 Other charges are discretionary, and the Council can choose to set the level.
- 4.4 Overall the following principles have been used to review discretionary fees and charges: -
- 4.4.1 **Charges should be broadly in line with other neighbouring councils** – in some cases charges set by the council are lower than neighbouring councils. Charges have, therefore, been reviewed to bring them into line with other councils.
- 4.4.2 **Charges should reflect cost increases incurred by the council** - accordingly the majority of charges have been increased by approximately 4.8% in line with estimated inflation.
- 4.4.3 **Charges should recognise demand for the service** – in some cases where income is falling, increasing charges can have a negative impact on overall income.
- 4.5 Revisions to fees and charges will be approved as part of the final budget process, after consultation and equality impact assessments are undertaken.
- 4.6 The Council's top 10 estimated fees and charges income streams for 2022/23 are as follows. Full details of fees and charges are set out in **Appendix A**

Table 2: Top 10 Fees and charges estimated income for 2022/23

Service	Budget 21/22	Covid-19 budget reinstated	Other Changes (net)	Budget 22/23	Average increase in Fee charges
	£'000	£'000	£'000	£'000	%
Parking	7,211	2,590	0	9,801	4.8
Planning & Development	1,469	0	125	1,594	4.3
New Roads and Street Works Inspections/Permits	722	100	39	861	4.7
Green Waste Subscribed Collection Service	904	0	43	947	4.8
Building Control	470	0	45	515	
Marriage and Civil Partnership Ceremonies	120	200	115	435	3.5
Cemeteries and Churchyards	321	0	39	360	4.8
Local Land Charges	257	0	75	332	6.3
Temporary Traffic Regulation Orders	123	100	15	235	4.9
Highway Licences	210	0	10	220	4.8

5. LEGAL IMPLICATIONS

- 5.1 Local authorities have a variety of powers to charge for specific statutory services set out in statute.
- 5.2 The Local Government Act 2003 also provides a power to trade and a power to charge for discretionary services.
- 5.3 The Localism Act 2011 provides local authorities with a general power of competence that confers on them the power to charge for services.
- 5.4 Where authorities have a duty to provide a statutory service free of charge to a certain standard, no charge can be made for delivery to that standard. However, service delivery beyond that point may constitute a discretionary service for which a charge can be made.

6. RISK MANAGEMENT

- 6.1 In proposing the fees and charges for 2022/23 the impact of increases adversely affecting demand have been assessed. This risk will be monitored through the budget monitoring process.

7. POTENTIAL IMPACTS

- 7.1 Equalities - As set out in the report
- 7.2 Climate change/sustainability – none.
- 7.3 Data Protection/GDPR – none.

8. CONSULTATION

- 8.1 Public consultation on the budget commenced at the start of December and closes on 31st January.

9. TIMETABLE FOR IMPLEMENTATION

- 9.1 Revisions to fees and charges will be approved as part of the final budget process. Pending that process concluding, the revised fees and charges will be implemented from 1 April 2022.

10. APPENDICES

- 10.1 Appendix A – Fees and Charges Schedule

11. BACKGROUND DOCUMENTS

- 11.1 None

12. CONSULTATION (MANDATORY)

Name of consultee	Post held	Date sent	Date returned
<i>Mandatory: Statutory Officers (or deputy)</i>			
Adele Taylor	Executive Director of Resources/S151 Officer	17/1/22	
Emma Duncan	Deputy Director of Law and Strategy / Monitoring Officer	17/1/22	
<i>Deputies:</i>			
Andrew Vallance	Head of Finance (Deputy S151 Officer)	17/1/22	17/1/22
Elaine Browne	Head of Law (Deputy Monitoring Officer)	17/1/22	
Karen Shepherd	Head of Governance (Deputy Monitoring Officer)	17/1/22	
<i>Other consultees:</i>			
<i>Directors (where relevant)</i>			
Duncan Sharkey	Chief Executive	17/1/22	17/1/22
Andrew Durrant	Executive Director of Place	17/1/22	
Kevin McDaniel	Executive Director of Children's Services	17/1/22	
Hilary Hall	Executive Director of Adults, Health and Housing	17/1/22	17/1/22

Confirmation relevant Cabinet Member(s) consulted	Cabinet Member for Finance & Ascot	Yes
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REPORT HISTORY

Decision type:	Urgency item?	To follow item?
For information	No	No

Report Author: Rhona Bellis, Acting Chief Accountant.

Fees & Charges 2022/23



FEES AND CHARGES 2022/23

Children Directorate	2022/23 £	2021/22 £	% Increase
HOME TO SCHOOL TRANSPORT			
Charges take effect from the beginning of each academic year in September.			
Pupils not entitled to free transport			
Residents not entitled to free transport (mainstream and SEN)	702.00	651.00	7.8%
Eton Wick residents not entitled to free transport	No longer available	351.00	
Non-resident fare payers	1,050.00	938.00	11.9%
Commercial bus routes - contact the relevant operator to purchase passes	-		
Replacement travel pass	26.00	24.00	8.3%

FEES AND CHARGES 2022/23

21

Children Directorate		Unit Cost	2022/23 £	2021/22 £	% Increase
EARLY HELP AND SAFEGUARDING - TRANSFERRED TO AFC					
Early Help and Safeguarding charges have historically been linked to RBWM fostering allowances which are made up of an age-related core allowance plus a career element payment linked to expertise. The core allowance is set in line with the DfE guidelines. AFC moved to a new shared Fostering Service from April 2019 - fostering allowances are now standardised across the organisation.					
Parental contribution towards cost of children in care	Per week	Up to the full amount of the fostering allowance	Up to the full amount of the fostering allowance		
Foster care placements - Charges to other local authorities for placing non-RBWM children	Per week	Cost of the placement	Cost of the placement		
Short term breaks for disabled children - Charges to other local authorities for placing non-RBWM children	Per week	Cost of the placement	Cost of the placement		
Administration charge to other local authorities for foster care placements and short term breaks.	Per week	105.00	102.00	2.9%	
Flying High Play Scheme	Per day	25.00	25.00	0.0%	

FEES AND CHARGES 2022/23

22

Resources Directorate		2023/24	2022/23	2022/23	2021/22	% Increase	
		£	£	£	£		
LIBRARY & RESIDENT SERVICES		Super-intendent Registrar		Super-intendent Registrar			
General Searches							
General Search in indexes in Office not exceeding 6 successive hours			18.00		18.00	0.0%	
Certificates - Prices set by Statute							
Issue of Certificate (Standard 14-day despatch)			11.00		11.00	0.0%	
Issue of Certificate (Express 24-48 hours despatch)			35.00		35.00	0.0%	
Multilingual Standard Form (MSF)			N/A		11.00	N/A	
Attestation of Foreign Pensions (Proof of Life)			21.00		21.00	0.0%	
Marriages - Prices set by Statute							
Attending outside office to be given notice of marriage of house-bound or detained person			46.00		46.00	0.0%	
Entering a notice of marriage in a marriage notice book			35.00		35.00	0.0%	
Attending a Marriage at a registered building			84.00		84.00	0.0%	
Attending a Marriage at the Register Office			46.00		46.00	0.0%	
Certification Of Worship And Registration For Marriage							
Certification of a place of meeting for religious worship-statutory fee			28.00		28.00	0.0%	
Registration of a building for the solemnisation of marriages-statutory fee			120.00		120.00	0.0%	
Licensing an outside venue for weddings and civil partnerships			1,995.00		1,910.00	4.5%	
Additional rooms			608.00		580.00	4.8%	
Marriage and Civil Partnership Ceremonies in Licenced Venues:							
Monday to Thursday (up to / including 5:00pm)		587.00	560.00	560.00	547.00	4.8%	2.4%
Monday to Thursday (after 5.00pm if available)		650.00	620.00	620.00	607.00	4.8%	2.1%
Fridays and Saturdays (up to / including 5pm)		650.00	620.00	620.00	607.00	4.8%	2.1%
Friday and Saturday (after 5pm if available)		718.00	685.00	685.00	673.00	4.8%	1.8%
Sundays and Bank Holidays (up to / including 5pm)		718.00	685.00	685.00	673.00	4.8%	1.8%
Sundays and Bank Holidays after 5pm		755.00	720.00	720.00	711.00	4.9%	1.3%
Marriage and Civil Partnership Ceremonies in Maidenhead Ceremony Room:							
Monday to Thursday (up to / including 3:30pm)		278.00	265.00	265.00	258.00	4.9%	2.7%
Monday to Thursday (after 3.30pm if available)		330.00	315.00	315.00	309.00	4.8%	1.9%
Friday to Saturday		330.00	315.00	315.00	309.00	4.8%	1.9%
Saturday (after 12pm if available)		440.00	420.00	420.00	412.00	4.8%	1.9%
Sunday		524.00	500.00	500.00	494.00	4.8%	1.2%
Bank Holiday		650.00	620.00	620.00	608.00	4.8%	2.0%

FEES AND CHARGES 2022/23

23

Resources Directorate	2023/24	2022/23	2022/23	2021/22	% Increase
	£	£	£	£	
LIBRARY & RESIDENT SERVICES	Super-intendent Registrar		Super-intendent Registrar		
CITIZENSHIP CEREMONIES					
Per Ceremony		80.00		80.00	0.0%
Private Citizenship Ceremonies - Register Office:					
Mondays to Thursdays		185.00		167.00	10.8%
Fridays and Saturdays		329.00		314.00	4.8%
The ceremony room is not available for Sunday Bookings					
Baby Naming And Reaffirmation (inclusive of VAT)					
Register Office - Monday to Thursday		285.00		272.00	4.8%
Register Office - Friday and Saturday (up to 12pm)		329.00		314.00	4.8%
Register Office - Saturday (after 12pm)		422.00		403.00	4.7%
Register Office - Sunday		487.00		465.00	4.7%
Register Office - Bank Holidays		548.00		523.00	4.8%
Outside Venues - Monday to Thursday		400.00		382.00	4.7%
Outside Venues - Friday and Saturday		526.00		502.00	4.8%
Outside Venues - Sunday		604.00		576.00	4.9%
Outside Venues - Bank Holidays		635.00		606.00	
Changing the name on a venue license		39.00		37.00	5.4%

FEES AND CHARGES 2022/23

Resources Directorate		2022/23		2021/22		% Increase	% Increase
		£	£	£	£		
LIBRARIES							
OVERDUE RETURNS (PER LOAN PERIOD):		<u>Per Day</u>	<u>Max. per Item</u>	<u>Per Day</u>	<u>Max. per Item</u>		
Adult Books & Magazines		0.28	11.50	0.26	10.82	7.7%	6.3%
Children's/Teenage Books & Magazines		0.05	11.50	0.05	10.82	0.0%	6.3%
CDs/Tapes/Playaway Audio Books		0.28	11.50	0.26	10.82	7.7%	6.3%
DVDs / CD-ROMs/Video Games		0.63	11.50	0.60	10.82	5.0%	6.3%
AUDIO / VISUAL LOAN CHARGES:		<u>Non Adv Card</u>	<u>Adv Card</u>	<u>Non Adv Card</u>	<u>Adv Card</u>		
		<u>Holder</u>	<u>Holder</u>	<u>Holder</u>	<u>Holder</u>		
Adult - CDs	per item for 3 weeks	3.60	3.40	3.45	3.25	4.2%	4.6%
DVDs	per item for 1 week						
	New released titles-first 8 weeks in stock	3.80	3.15	3.65	3.05	4.1%	3.3%
	Single Disc in stock for longer than 8 weeks	2.80	2.75	2.65	2.65	5.7%	3.8%
RESERVATIONS:							
Adult books & Magazines	Books from SELMS partnership libraries	3.00	-	3.00			
Inter-Library Loans	Standard Rate	11.50	9.50	11.00	9.00	4.5%	5.6%
Inter-Library Loans	Student Discount Rate (with ID)	2.50	2.50	2.00	2.00	25.0%	25.0%
Urgent and Specialists	Current full British Library charges will apply	Plus Admin		Plus 8.00		6.7%	
		£8.50 Cost		Admin Cost			
		Plus Admin		Plus 8.00		6.7%	
		£8.50 Cost		Admin Cost			
Music scores and play sets	Current full courier charges will apply						
LIBRARY EVENTS:							
	Children (minimum)	4.20	-	4.00	3.50	5.0%	
	Adults (minimum)	6.30	-	6.00	5.50	5.0%	
LIBRARY SCHOOL OFFERS							
RDS	100 books per year, unlimited exchange	365.00	-	350.00			
RDS	200 books per year, unlimited exchange	730.00	-	700.00		4.3%	
RDS	400 books per year, unlimited exchange	1,250.00	-	1,200.00		4.2%	
RDS	750 books per year, unlimited exchange	2,200.00	-	2,100.00		4.8%	
RDS	950 books per year, unlimited exchange	2,600.00	-	2,500.00		4.0%	
	Topic boxes per term	80.00	-	70.00		14.3%	
	Sessions each	105.00	-	100.00		5.0%	

FEES AND CHARGES 2022/23

Resources Directorate		2022/23		2021/22		% Increase	% Increase
		£	£	£	£		
REFERENCE LIBRARY SERVICES:							
Printing from Electronic Information sources - per A4 sheet							
	Black and White	0.25	-	0.25	0.25	0.0%	
	Colour	0.50	-	0.50	0.50	0.0%	
Research	Per 15 minutes (or part) (first 30 mins free)	15.00	-	12.00	10.00	25.0%	
PHOTOCOPYING:							
Per A4 copy	Black and White	0.25	-	0.25	0.25	0.0%	
Per A3 copy	Black and White	0.50	-	0.50	0.50	0.0%	
Per A4 copy	Colour	0.50	-	0.50	0.50	0.0%	
Per A3 copy	Colour	1.00	-	1.00	1.00	0.0%	
FAX:							
Sending in UK	1st sheet	N/A	-	2.00	1.50	N/A	
	Each subsequent sheet	N/A	-	1.00	0.75	N/A	
Sending to European Countries	1st sheet	N/A	-	3.50	2.75	N/A	
	Each subsequent sheet	N/A	-	2.00	2.10	N/A	
Sending to rest of world	1st sheet	N/A	-	5.20	5.00	N/A	
	Each subsequent sheet	N/A	-	3.00	2.75	N/A	
Receiving - per message		N/A	-	2.00	1.60	N/A	
Printing from Microform & Microfiche	Per A4 copy	N/A	-	0.50	0.50	N/A	
	Handling P&P (minimum)	2.25	-	2.15	2.15	4.7%	
	Printing from customer's microform	N/A	-	0.50	0.50	N/A	

FEES AND CHARGES 2022/23

Resources Directorate	2022/23		2021/22		%	%
	£	£	£	£	Increase	Increase
LOST AND DAMAGED ITEMS:						
Out of print adult books		Fee provided on request		Fee provided on request		
Out of print children's books		Fee provided on request		Fee provided on request		
Damaged Books & Magazines -per volume / issue						
Damage to new items		Full replacement cost		Full replacement cost		
One or more pages damaged to affect issue		Full replacement cost		Full replacement cost		
Water damage / Chewed books		Full replacement cost		Full replacement cost		
Scribbling all over book, underlining etc.		Full replacement cost		Full replacement cost		
LOST AND DAMAGED ITEMS:						
Audio Visual Items - Tapes		Full replacement cost				
Audio Visual Items - CDs		Full replacement cost				
Replacement membership card		2.80		2.65		5.7%
ROOM & EXHIBITION HIRE (All Libraries):						
Commercial Organisations-per hour		44.00		42.00		4.8%
Commercial Organisations-per 1/2 day		100.00		94.00		6.4%
Commercial Organisations-per day		170.00		157.00		8.3%
Non-Commercial Organisations (charged services) per hour		30.00		28.25		6.2%
Non-Commercial Organisations (charged services) per 1/2day		60.00		57.00		5.3%
Non-Commercial Organisations (charged services) per day		91.00		87.00		4.6%
Other Borough Based Community Groups-per hour		13.00		12.50		4.0%
Other Borough Based Community Groups-per 1/2day		34.00		32.50		4.6%
Other Borough Based Community Groups-per day		45.00		43.00		4.7%
(Kitchen facilities included in all rates per hire, refreshments price ph on app.)						
Cancellation fee for bookings cancelled within one month		20% of fee		20% of fee		
Weekly or 'subsequent day' rates negotiable						

FEES AND CHARGES 2022/23

Resources Directorate	2022/23		2021/22		%	%
	£	£	£	£	Increase	Increase
INTERVIEW ROOM						
Commercial Organisations-per hour		25.00		21.00		19.0%
Commercial Organisations-per 1/2 day		50.00		47.00		6.4%
Commercial Organisations-per day		80.00		75.50		6.0%
Non-Commercial Organisations (charged services) per hour		16.50		15.65		5.4%
Non-Commercial Organisations (charged services) per 1/2day		31.50		30.30		4.0%
Non-Commercial Organisations (charged services) per day		49.00		47.00		4.3%
Other Borough Based Community Groups-per hour		5.50		5.20		5.8%
Other Borough Based Community Groups-per 1/2day		17.00		15.65		8.6%
Other Borough Based Community Groups-per day		26.00		24.00		8.3%
USE OF LIBRARY COMPUTER:						
Per half hour, to 'Guest' (non-members)		1.00		1.00		0.0%
Per half hour, to Library Members		0.50		0.50		0.0%
(Advantage Card Holders to have 45 minutes use per day free of charge)						
Per additional half hour to Advantage Card holders		0.50		0.50		0.0%

FEES AND CHARGES 2022/23

Resources Directorate	2022/23 £	2021/22 £	% Increase
Insurance Admin charges for Street Furniture Cost recovery			
Fees are inclusive of VAT			
Administration Charge on top of the recovery of the cost of repairing/replacing the damaged street council property			
Recoveries with a value <£1000 flat fee	172.50	150.00	15.0%
Recoveries with a value >£1000 and <£2000 flat fee	230.00	200.00	15.0%
Recoveries with a value >£2000 flat fee	345.00	300.00	15.0%

FEES AND CHARGES 2022/23

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Resources Directorate		2022/23 £	2021/22 £	% Increase
DEPUTYSHIP				
Estates Winding Up Fee - Level 1				
Work undertaken would include the basic requirements and assume that there is a valid will and next of kin / solicitor in place to administer the estate:				
Notify DWP		259.00	247.00	4.9%
Notify Court of Protection / Office of the Public Guardian				
Notify other financial institutions				
Complete BD8				
Settle funeral and other final bills				
Distribute estate to executors				
Estates Winding Up Fee - Level 2				
Work undertaken would include some or all the basic requirements above, plus any of the additional work required:				
Completion of final account report for Court of Protection		320.00	305.00	4.9%
Advising or assisting on the completion of Probate applications				
Referring the estate to Treasury Solicitors				
Liaising with Treasury Solicitors				
Estates Winding Up Fee - Level 3				
Work undertaken would include some or all of levels 1 and 2, plus the additional work of:				
Collecting Death Certificate		448.00	427.00	4.9%
Registering the death				
Arranging the funeral				

FEES AND CHARGES 2022/23

Resources Directorate	2022/23 £	2021/22 £	% Increase
OFFICE OF THE PUBLIC GUARDIAN / COURT OF PROTECTION	<u>Statutory</u>	<u>Statutory</u>	
Remuneration of Local Authority deputies - Fees are exempt of VAT			
Fees set by the Court of Protection			
The following fixed rates of remuneration will apply where the court appoints a holder of an office in a public authority to act as deputy:			
Category I - Work up to and including the date upon which the court makes an order appointing a deputy for property and affairs	745.00	745.00	0.0%
Category II - Annual management fee where the court appoints a local authority deputy for property and affairs, payable on the anniversary of the court order:			
a) For the first year	775.00	775.00	0.0%
b) For the second and subsequent years	650.00	650.00	0.0%
Where the net assets of 'P' are below £16,000, the local authority Deputy for property and affairs may take an annual management fee not exceeding 3% of P's net assets on the anniversary of the court order appointing the local authority as deputy			
Category III - Annual property management fee to include work involved in preparing property for sale, instructing agents, conveyancers, etc. or the ongoing maintenance of property including management and letting of a rental property.	300.00	300.00	0.0%
Category IV - Preparation and lodgement of an annual report or account to the Public Guardian	216.00	216.00	0.0%

FEES AND CHARGES 2022/23

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Adults, Health and Housing Directorate		Unit Cost	2022/23		2021/22		% Increase	% Increase
			£	£	£	£		
CARE FOR ADULTS								
RESIDENTIAL CARE								
			RBWM residents & PBH	OLA	RBWM residents & PBH	OLA	RBWM residents & PBH	OLA
Homes for Older People - residential care in RBWM commissioned homes								
Maximum charge		week	Full cost recovery		Full cost recovery			
Residential Home placements		week	Full cost recovery		Full cost recovery			
Nursing Home placements (FNC to be deducted where applicable)								
Homes for People with Learning Disability - residential care								
Homeside Close and Winston Court - Standard Charge to other local authorities		week	1685.71		1,624.00		3.8%	
Other than in exceptional circumstances, the charge to the service user will be equal to their benefit payment less the personal expenses allowance.								
COMMUNITY CARE & RESPITE CARE								
OLA is an abbreviation for "Other Local Authority"			RBWM residents & PBH	OLA & Full Cost Payers	RBWM residents & PBH	OLA & Full Cost Payers	% Increase	% Increase
PBH is an abbreviation for "Personal Budget Holder"								
Homes for People with Learning Disability - Respite care								
RBWM - PBH		night	173.63		167.27		3.8%	
OLA - Weekdays Mon-Thurs		night	507.87		489.28		3.8%	
OLA - Weekends Fri-Sun		night	591.43		569.78		3.8%	
Administration fee for self-funders								
Administration fee for setting up care arrangements		one-off	350.00		305.00		14.8%	
Annual fee for ongoing management of care arrangements		annual	325.00		254.00		28.0%	
Deferred payments								
Set up fee		one-off	1235.00		900.00		37.2%	
ongoing fee		annual	350.00		300.00		16.7%	
Homecare								
Standard Charge		hour	SEE NOTE 1 below		SEE NOTE 1 below			
Live in Carer			Full cost recovery					
Sleep in Services			Full cost recovery					

FEES AND CHARGES 2022/23

Adults, Health and Housing Directorate			Unit Cost		2022/23		2021/22		% Increase	% Increase
			£	£	£	£				
			RBWM residents & PBH	OLA & Full Cost Payers	RBWM residents & PBH	OLA & Full Cost Payers	% Increase	% Increase		
Meals on Wheels			per meal	5.00		5.00		0.0%		
Learning Disability: day activity charge										
morning or afternoon session in daycentre for										
	ratio 1:1	session	97.13	121.49	93.57	117.04	3.8%	3.8%		
	ratio 1:2	session	48.52	86.27	46.74	83.11	3.8%	3.8%		
	ratio 1:3	session	32.27	61.38	31.09	59.13	3.8%	3.8%		
	ratio 1:5	session	19.30	39.44	18.59	38.00	3.8%	3.8%		
	ratio 1:10	session	9.60	22.67	9.25	21.84	3.8%	3.8%		
LEARNING DISABILITY: OLA midday meal supervision										
	ratio 1:1			57.69		55.58				3.8%
	ratio 1:2			40.08		38.61				3.8%
	ratio 1:3			27.74		26.72				3.8%
	ratio 1:5			16.88		16.26				3.8%
	ratio 1:10			8.34		8.03				3.9%
CHC Charge where Care Staff are separately funded										
	ratio 1:1	session	26.37	26.37	25.40	25.40				3.8%
Learning Disability: Transport			per journey		7.50		7.50			0.0%
Older Persons: Day Centres			per day	67.35		64.90		3.8%		
transport single Journey to day centre/activity (max 2 charges per session)			per journey	5.30		5.30		0.0%		

FEES AND CHARGES 2022/23

Adults, Health and Housing Directorate		Unit Cost	2022/23		2021/22		% Increase	% Increase
			£	£	£	£		
			RBWM residents & PBH	OLA & Full Cost Payers	RBWM residents & PBH	OLA & Full Cost Payers	% Increase	% Increase
Blue Badge		Per Badge	10.00		10.00		0.0%	
Older Persons: Residential Respite								
In residential and nursing homes, arranged by the Council		per week	1017.00		980.00		3.8%	
ALLOWANCES								
Direct Payments - Rates payable to service user								
Standard Rate - care provided by homecare agency		per hour	SEE NOTE 1 below	SEE NOTE 1 below				
Sleeping Night Service		night	64.80		64.80		0.0%	
<u>Rates payable for employment of Personal Assistant</u>								
Start up and emergency reserve		one-off	500.00		500.00		0.0%	
Composite Rate for a Personal Assistant		hour	N/A		16.00			
Standard Rate including all oncosts		hour	14.32		13.80		3.8%	
Enhanced Rate including all oncosts		hour	N/A		25.40			

NOTE 1 It is requested that Delegated authority is extended to the Executive Director - Adults, Health and Commissioning, in liaison with the Lead Member for Adult Social Care to set this rate.

FEES AND CHARGES 2022/23

34

Adults, Health and Housing Directorate

2022/23
£

2021/22
£

%
Increase

COMMUNITY, PROTECTION & ENFORCEMENT SERVICES

ENVIRONMENTAL PROTECTION

Standard FPN for Environmental Protection Property	95.14	95.14	0.0%
Environmental Protection Act - LA Pollution Prevention Control (Dependant on type of process tested)	Set by DEFRA	Set by DEFRA	
Scrap Metal Licensing:			
- Collector Licence	233.55	225.00	3.8%
- Site Licence	348.76	336.00	3.8%
Fixed Penalty Notice for Fly Tipping	400.00	400.00	0.0%
Fixed Penalty Notice for Failing to Produce Documentation for the Transfer of Waste	300.00	300.00	0.0%

TRADING STANDARDS

Weights & Measures Fees	Weights & Measures Inspector Hourly Rate of:	Set by NTS	66.57	N/A
Petroleum Licences	Set Externally - See Website			
Explosives Licences	Set Externally - See Website			
Poisons Licences	Set Externally - See Website			

RESIDENTIAL SERVICES

Domestic Pest Control Service	Set by SDK Environmental Ltd- See website	Officers reviewing fees for next year		
Housing Act Notice	Officer time	Corporate hourly rate	40.64	
Enforcement - Works in default	Officer time	Corporate hourly rate	40.64	
Houses In Multiple Occupation (HMO Licences)				
-basic compliance with 5 bedrooms		837.00	837.00	0.0%
-additional rooms	Per Additional Room:	27.43	27.43	0.0%
-renewal of licence and second and subsequent properties		770.00	770.00	0.0%
Follow ups of Incomplete applications	Per Hour:	40.64	40.64	0.0%
Copy Licence		11.18	11.18	0.0%

FEES AND CHARGES 2022/23

Adults, Health and Housing Directorate		2022/23 £	2021/22 £	% Increase
The Smoke And Carbon Monoxide Alarm (England) Regulations 2015 - Penalty Charges				
First offence	£2,000 reduced to £1000 if paid within 14 days			
Second offence		3,048.00	3,048.00	0.0%
Third and subsequent offences		5,080.00	5,080.00	0.0%
COMMUNITY SAFETY/ ANTI SOCIAL BEHAVIOUR				
*Dog Faeces Fixed Penalty Notice	*£100 reduced to £75 if paid within 14 days	100.00	100.00	0.0%
*Fixed Penalty Notice for Breach of Public Space Protection Officer (PSPO)		100.00	100.00	0.0%
*Fixed Penalty Notice for Breach of Community Protection Notice (CPN)		100.00	100.00	0.0%
*Fixed Penalty Notice for Littering		100.00	100.00	0.0%
*Fixed Penalty Notice for Graffiti (New Fee)		100.00	100.00	0.0%
*Civil Penalty of Littering for Vehicle (New Fee)		100.00	100.00	0.0%
LICENSING/ ENFORCEMENT TEAM				
Licensing Of Hackney Carriages And Private Hire Vehicles		Awaiting result of consultation with licensing panel		
For 1-5 Vehicles		265.00	265.00	0.0%
For 6-10 Vehicles		440.00	440.00	0.0%
For 11-15 Vehicles		615.00	615.00	0.0%
For 16-20 Vehicles		790.00	790.00	0.0%
For 21 Vehicles And Over		1,035.00	1,035.00	0.0%
For 30 Vehicles And Over		1,420.00	1,420.00	0.0%
Drivers Annual Licence		100.00	100.00	0.0%
Drivers Dual Licence		160.00	160.00	0.0%
Transfer Of Driver Or Vehicle Licence		37.00	37.00	0.0%
Badge Replacement		10.00	10.00	0.0%
Knowledge Test		16.00	16.00	0.0%
Meter Test		27.00	27.00	0.0%
Carriage Licence		255.00	255.00	0.0%
Replacement Plate		10.00	10.00	0.0%

FEES AND CHARGES 2022/23

Adults, Health and Housing Directorate

	2022/23 £	2021/22 £	% Increase
Licensing Act 2003			
Personal Licences		-	
Annual Fee for Premises Licences:-		-	
Sexual Venue Licensing (Per Premises)	5,000.00	5,000.00	0.0%
Sex Shop Licences (Per Premises)	5,000.00	5,000.00	0.0%
Gambling Act 2005 (3 Tariff Levels Set By Statute, RBWM Complies With Higher Level)			
Betting Premises (excluding Tracks)			
New Application	3,000.00	3,000.00	0.0%
Annual Fee	600.00	600.00	0.0%
Application To Vary	1,500.00	1,500.00	0.0%
Application To Transfer	1,200.00	1,200.00	0.0%
Application For Re-Instatement	1,200.00	1,200.00	0.0%
Application For Provisional Statement	3,000.00	3,000.00	0.0%
Licence Application (Provisional Statement Holders)	1,200.00	1,200.00	0.0%
Copy Licence	25.00	25.00	0.0%
Notification Of Change	50.00	50.00	0.0%
TRACKS			
New Application	2,500.00	2,500.00	0.0%
Annual Fee	1,000.00	1,000.00	0.0%
Application To Vary	1,250.00	1,250.00	0.0%
Application To Transfer	950.00	950.00	0.0%
Application For Re-Instatement	950.00	950.00	0.0%
Application For Provisional Statement	2,500.00	2,500.00	0.0%
Licence Application (Provisional Statement Holders)	950.00	950.00	0.0%
Copy Licence	25.00	25.00	0.0%
Notification Of Change	50.00	50.00	0.0%

Prices set by statute - See Website

Prices set by statute - See Website

FEES AND CHARGES 2022/23

37

Adults, Health and Housing Directorate		2022/23	2021/22	%
		£	£	Increase
Safety of Sports Ground Act 1975				
	Issuing of a safety certificate	1,105.00	1,105.00	0.0%
	Amendment of a safety certificate	553.00	553.00	0.0%
	Replacement of a safety certificate	553.00	553.00	0.0%
	Transfer of a safety certificate	553.00	553.00	0.0%
	Cancellation of a safety certificate	553.00	553.00	0.0%
Adult Gaming Centre				
	New Application	2,184.28	2,184.28	0.0%
	Annual Fee	1,094.98	1,094.98	0.0%
	Application To Vary	1,094.98	1,094.98	0.0%
	Application To Transfer	1,315.01	1,315.01	0.0%
	Application For Re-Instatement	1,315.01	1,315.01	0.0%
	Application For Provisional Statement	2,183.76	2,183.76	0.0%
	Licence Application (Provisional Statement Holders)	1,314.49	1,314.49	0.0%
	Copy Licence	32.02	32.02	0.0%
	Notification Of Change	32.02	32.02	0.0%
Other Statutory Licences - Set by Licensing Panel				
	Street Trading	3,000.00	3,000.00	0.0%

FEES AND CHARGES 2022/23

38

Adults, Health and Housing Directorate		2022/23 £	2021/22 £	% Increase
HOUSING				
ENVIRONMENTAL HEALTH - COMMERCIAL SERVICES				
Freezer Failure Certificate	Can increase	160.89	155.00	3.8%
Water Sampling-Laboratory costs plus officer hourly rate	Not chargeable	-	-	
Private Water Supplies-Laboratory costs plus officer hourly rate, subject to statutory maximums	Statutorily set	-	-	
Food Hygiene Rescore Visit	cover	250.00	214.00	16.8%
Health & Safety Work Act S28-Cost Of Officer Time + 15% Admin, Minimum Charge Of:	disclosure?	85.00	82.00	3.7%
Riding Establishments:				
- first application (plus vet's fees)		Fees & Charges will be agreed by delegation with the Lead Member and published on RBWM website	Fees & Charges will be agreed by delegation with the Lead Member and published on RBWM website	
- renewal (plus vet's fees if appropriate)				
Animal Boarding, Breeding Of Dogs, Pet Animals & Shops:				
- first application				
- renewal (plus vet's fees if appropriate)				
Dangerous Animals:				
- first application				
- renewal (plus vet's fees if appropriate)				
Performing Animals:				
Zoo Licence First Application				
Zoo Licence Renewal				
Ear Piercing / Acupuncture / Electrolysis and Tattooing				
- registration of premises and one practitioner	to check if can charge more	245.00	236.00	3.8%
- each additional practitioner		82.00	79.00	3.8%
- existing Licence amendment	Min fee:	42.50	41.00	
- replacement of operator certificate		20.00	20.00	0.0%

FEES AND CHARGES 2022/23

39

Adults, Health and Housing Directorate		2022/23 £	2021/22 £	% Increase
RESIDENTIAL SERVICES				
Domestic Pest Control Service	Set by SDK Environmental Ltd- See website			
Housing Act Notice	Officer time			
Enforcement - Works in default	Officer time			
Houses In Multiple Occupation (HMO Licences)				
-basic compliance with 5 bedrooms		837.00	837.00	0.0%
-additional rooms	Per Additional Room:	28.00	28.00	0.0%
-renewal of licence and second and subsequent properties		770.00	770.00	0.0%
Follow ups of Incomplete applications	Per Hour: Staff Hourly Rate	40.00	40.00	0.0%
Copy Licence	Half hour to process application	20.00	20.00	0.0%
The Smoke And Carbon Monoxide Alarm (England) Regulations 2015 - Penalty Charges				
First offence	£2,000 reduced to £1000 if paid within 14 days			
Second offence		3,000.00	3,000.00	0.0%
Third and subsequent offences		5,000.00	5,000.00	0.0%
Mobile Homes Act 2013				
(The licensing of caravan sites for static or touring caravans for use as a holiday accommodation)		Fees & Charges will be agreed by delegation with the Lead Member and published on RBWM website	Fees & Charges will be agreed by delegation with the Lead Member and published on RBWM website	New
Fixed Penalty Notices for Housing Act 2004				New

FEES AND CHARGES 2022/23

PLACE DIRECTORATE

Unit Cost

2022/23

2021/22

%
Increase

£

£

HIGHWAYS & TRANSPORT

Consultation with Highways

Price on application

Other Highway Services

Provision Of Accident Information (For 3 Years Records For Road Up To 1-5Km/ Over 1km Pro-Rata)

Flat Fee:

156.00

149.00

4.7%

Provision Of Accident Information (For 3 Years Records For Road Over 5km Pro-Rata)

Price on application

Provision Of Accident Information (For 5 Years Records For Road Up To 1-5Km/ Over 1km Pro-Rata)

Flat Fee:

260.00

248.00

4.8%

Provision Of Accident Information (For 3 Years Records For Road Over 5km Pro-Rata)

Price on application

Provision Of Existing Traffic Signal Data

Flat Fee:

195.00

186.00

4.8%

Provision Of Personal Injury Accident Database & Traffic Flow Management System Statistics

Flat Fee:

260.00

248.00

4.8%

Traffic Count Information (For Up To 2 Count Stations)

First Station Charge, Flat Fee:

260.00

248.00

4.8%

Traffic Count Information (For Up To 2 Count Stations)

Each Additional Station, Flat Fee:

132.00

126.00

4.8%

Provision Of Junction Traffic Model Data Price on application - dependant on complexity of model:

Access To/Use Of Borough Traffic Computer Model

6,215.00

5,930.00

4.8%

Research Into Archives (Where Not Part Of Statutory Function)

Min' Charge Applies:

248.00

237.00

4.6%

- charge after 3 hrs

Per Hour:

63.00

60.00

Provision Of Hard Copy Of Statutory Records (Viewing Only Free Of Charge and available via our website)

67.00

64.00

4.7%

Provision Of Supplementary Information

132.00

126.00

4.8%

Provision Of hard Copy OF Statutory Records - EXPEDITED SERVICE

102.00

97.00

5.2%

Provision Of Supplementary Information - EXPEDITED SERVICE

198.00

189.00

4.8%

Site Inspection:

- up to 3 hours

Per Inspection:

161.00

154.00

4.5%

- over 3 hours

Per Inspection:

260.00

248.00

4.8%

FEES AND CHARGES 2022/23

PLACE DIRECTORATE

Unit Cost

2022/23

2021/22

%
Increase

£

£

HIGHWAY LICENCES

S115 Provision Of Amenities On The Highway

- Street Café _ application fee (3 year licence), (£150 refund if refused)

Fee for 'straight forward' renewals -

-street cafes- area fee

- display of goods - Application fee if licence is issued, £150 refund if refused (town centre areas)

- display of goods - Application fee if licence is issued, £50 refund if refused (non-town centre areas)

Display of goods Area fee (For 3 years)

Unauthorised Use Of The Highway

- removal and storage of tables and chairs and display of goods- flat fee (plus daily charge)

- removal and storage of tables and chairs and display of goods- (daily charge)

S116 Extinguishment Of Adopted Highways And Rights Of Way

Act' cost + advertising cost, min
of:

(NB- Advertising costs above will include Vat.)

S139 Control Of Builders Skips

Skip Company Registration Fee

- admin fee per application including 1 week fee

- weekly charge (2 Weeks)

- weekly charge (3 Weeks)

- weekly charge (4 weeks)

- removal of builders skips

'Min charge for skip collection and one day. £50 additional for every day skip is stored at depot plus 20% admin charge to be added

553.00

533.00

3.8%

129.00

124.00

4.0%

129.00

124.00

4.0%

553.00

533.00

3.8%

129.00

124.00

4.0%

129.00

124.00

4.0%

129.00

124.00

4.0%

26.00

25.00

4.0%

6,155.00

5,930.00

3.8%

80.00

65.00

65.00

0.0%

95.00

20.00

375.0%

135.00

23.00

487.0%

180.00

37.00

386.5%

425.00

241.00

76.3%

FEES AND CHARGES 2022/23

42

PLACE DIRECTORATE		Unit Cost	2022/23	2021/22	% Increase
			£	£	
S169 Scaffolding Licences - Residential					
Application Fees			50.00	50.00	
licence Fees for 8 wks (renewable every 8 wks)			134.00	128.00	4.7%
Unauthorised placement of scaffolding for a residential build/works -commercial			370.00	356.00	3.9%
Application Fees			52.00	50.00	4.0%
Minor Road (less than 50m2)	0 to 2 Months		475.00	453.00	4.9%
Minor Road (less than 50m2)	3 to 4 Months		878.00	838.00	4.8%
Minor Road (less than 50m2)*	5 to 6 Months		1,272.00	1,214.00	4.8%
Minor Road (More than 50m2)	0 to 2 Months		2,535.00	2,419.00	4.8%
Minor Road (More than 50m2)	3 to 4 Months		2,826.00	2,697.00	4.8%
Minor Road (More than 50m2)*	5 to 6 Months		3,215.00	3,068.00	4.8%
Major Road or High Amenity Road (less than 50m2)	0 to 2 Months		1,002.00	956.00	4.8%
Major Road or High Amenity Road (less than 50m2)	3 to 4 Months		1,762.00	1,681.00	4.8%
Major Road or High Amenity Road (less than 50m2)*	5 to 6 Months		2,545.00	2,428.00	4.8%
Major Road or High Amenity Road (more than 50m2)	0 to 2 Months		5,128.00	4,893.00	4.8%
Major Road or High Amenity Road (more than 50m2)	3 to 4 Months		5,654.00	5,395.00	4.8%
Major Road or High Amenity Road (more than 50m2)*	5 to 6 Months		6,432.00	6,137.00	4.8%
* For periods greater than 6 months, a combination of above durations will be used to calculate fees.					
Not adhering to licence conditions			80.00	80.00	0.0%
Unauthorised commercial scaffold/hoarding on:					
Minor Road (less than 50m2)			1,054.00	1,006.00	4.8%
Minor Road (More then 50m2)			5,123.00	4,888.00	4.8%
Major Road or High Amenity Road (less then 50m2)			2,109.00	2,012.00	4.8%
Major Road or High Amenity Road (more then 50m2)			10,361.00	9,886.00	4.8%
S172 Hoarding Licences					
Application Fees			50.00	50.00	0.0%
-commercial					
Minor Road (less than 50m2)	0 to 2 Months		475.00	453.00	4.9%
Minor Road (less than 50m2)	3 to 4 Months		878.00	838.00	4.8%
Minor Road (less than 50m2)*	5 to 6 Months		1,272.00	1,214.00	4.8%
Minor Road (More than 50m2)	0 to 2 Months		2,535.00	2,419.00	4.8%
Minor Road (More than 50m2)	3 to 4 Months		2,826.00	2,697.00	4.8%
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Major Road or High Amenity Road (less than 50m2)	3 to 4 Months		1,762.00	1,681.00	4.8%
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Major Road or High Amenity Road (more than 50m2)	3 to 4 Months		5,654.00	5,395.00	4.8%
Major Road or High Amenity Road (more than 50m2)*	5 to 6 Months		6,432.00	6,137.00	4.8%
* For periods greater than 6 months, a combination of above durations will be used to calculate fees.					

FEES AND CHARGES 2022/23

PLACE DIRECTORATE

Unit Cost

2022/23

2021/22

%
Increase

£

£

Not adhering to licence conditions

Unauthorised hoarding on:

Minor Road (less than 50m2)

Minor Road (More than 50m2)

Major Road or High Amenity Road (less than 50m2)

Major Road or High Amenity Road (more than 50m2)

Other Structures - inc cranes

Application fee

Licence fee on approval

- additional charge (per m2) This may change to Traffic Management Fee - Amount TBC

Plus Charge Per m2:

* Road space booking application or road closure application might be required to facilitate

Not adhering to licence conditions

Unauthorised placement of structures/cranes on the Highway

Mobile Access Platforms. Flat fee Plus area fee below Per Week Or Part:

Application fee

Licence fee on approval

- additional charge (per m2) This may change to Traffic Management Fee

Plus Charge Per m2:

* Road space booking application or road closure application might be required to facilitate

Not adhering to licence conditions

Unauthorised placement of structures/cranes on the Highway

S74 NRSWA Charges For Late Completions. Fees range depending on circumstances and are set by statute

S76 NRSWA Inspection Fees. Fees range depending on circumstances and are set by statute

S50 NRSWA private apparatus in the highway licences. First application flat fee

Application fee

Licence fee on approval

Not adhering to licence conditions

* Road space booking application or road closure application might be required to facilitate

Filming - inc internal consultation

Act' Cost Plus 20% Admin Fee

FEES AND CHARGES 2022/23

PLACE DIRECTORATE

Unit Cost

2022/23

2021/22

% Increase

£

£

S184 Construction Of Vehicle Crossings

Domestic

Application fee

Licence fee on approval

Not Adhering to licence conditions

Creation of unauthorised domestic dropped crossing

Heavy Duty Crossing

Application fee

- admin fee commercial (Heavy Duty)

Not Adhering to licence conditions

Creation of unauthorised heavy duty dropped crossing

S142 Licence To Plant And Maintain Shrubs, Trees, Etc.

- Min' charge (discretion to reduce fees) for non-commercial

- Min' charge (discretion to reduce fees) for commercial

S154 Cutting Or Felling Trees Etc Overhanging The Highway

S178 Apparatus Over Highway - (banners/signs) (discretion to reduce charge)

Min':

Max':

Act' Costs, To A Min' Of:

S171 Temporary Excavation Of The Highway

Application fee

Licence fee on approval

Unauthorised excavation of the Highway

Not adhering to licence conditions

-charge per act (plus licence fee below): £50 Admin / 135 Licence - 2wks and 135 every two weeks

S171 Storing materials on the Highway, incl Rubbish etc.

Application fee

Licence fee on approval for first 2 weeks

Licence fee on approval for every 2 weeks after

Unauthorised storing materials on the highway

Not adhering to licence Conditions

-licence fee

Plus:

S179 Control Of Construction Of Cellars Under Streets

S180 Control Of Openings Into Cellars, Under Streets, Pavement Lights, Etc

S176/177 Construction Over Highway/Canopies

- additional charge (per m2)

Licence to rectify a defect within guarantee period (not NRSWA)

Act' Cost Plus 20% Admin Fee

Act' Cost Plus 20% Admin Fee

Flat Fee Plus Area Fee

Plus Charge Per m2:

FEES AND CHARGES 2022/23

PLACE DIRECTORATE

Unit Cost

2022/23

2021/22

%
Increase

£

£

TEMPORARY TRAFFIC REGULATION ORDERS

S14. Road Traffic Regulations (if advertising covered by applicant discount of £800 applies)

Flat Fee including Advertising
Costs:

1,989.00

1,898.00

4.8%

S16A Road Traffic Act 1984/ Major Event if closure of 1 road or PROW (if advertising covered by applicant discount of £1000 applies)

Flat Fee including Advertising
Costs:

2,884.00

2,752.00

4.8%

S16A Road Traffic Act 1984/ Major Event if closure of 2 - 5 roads/PROW (if advertising covered by applicant discount of £1000 applies)

Flat Fee including Advertising
Costs:

5,483.00

5,232.00

4.8%

S16A Road Traffic Act 1984/ Major Event if closure of 6 - 9 roads or PROW (if advertising covered by applicant discount of £1000 applies)

Flat Fee including Advertising
Costs:

6,580.00

6,279.00

4.8%

S16A Road Traffic Act 1984/ Major Event if closure of 10 and over roads or PROW (if advertising covered by applicant discount of £1000 applies)

Flat Fee including Advertising
Costs:

8,226.00

7,849.00

4.8%

Unauthorised Road Closure

Flat Fee

2,907.00

2,774.00

4.8%

Access Protection Markings

126.00

120.00

5.0%

Suspension of Parking Controls

Flat fee for 4 weeks period

997.00

951.00

4.8%

Introduction of temporary parking controls

Flat Fee including Advertising
Costs:

1,989.00

1,898.00

4.8%

Assistance With Development Of Temporary Traffic Plans

Per Hour:

103.00

98.00

5.1%

N.B. Charges for Charitable and Community Interest events will be reduced at the discretion of the Director of Communities , with the agreement of the Lead Member for Highways. The organiser will however remain responsible for all costs associated with advertising.

147.00

140.00

5.0%

Lane closure request on dual carriageway (Not NRSWA)

Flat fee

275.00

262.00

5.0%

Road space booking for works (Not NRSWA)

Flat fee max 2 weeks

219.00

209.00

4.8%

Road space booking for events

Flat fee

548.00

523.00

4.8%

Road space bookings for Charitable and Local Community Interest events

Flat fee

148.00

141.00

5.0%

Unauthorised placement of Traffic Management measures on the Highway (Not NRSWA)

Flat fee

1,096.00

1,046.00

4.8%

FEES AND CHARGES 2022/23

PLACE DIRECTORATE

Unit Cost

2022/23

2021/22

%
Increase

£

£

OTHER TRAFFIC MANAGEMENT CHARGES

Application For Temporary Traffic Signals (Not NRSWA) (Includes Vat)

Switching On/Off Permanent Traffic Signals

- working hours:

- evenings, and Saturdays:

- Sundays and bank holidays:

Hourly Charge For Temporary Traffic Signals (Not NRSWA)

- traffic sensitive streets

- other streets

- surcharge for peak hour operation

Special Signing

-application of tourist/ visitor information signs

-installation of tourist/ visitor information signs

-application of shopping/ business signs

-installation of shopping/ business signs

Removal of illegal signage relating to Local Event

Removal of illegal signage relating to Developer

Repeat offender removal of illegal signage relating to Developer

Removal of Estate Agent boards from Adopted Highway land

Removal of any other signage placed in Adopted Highway Land

S50 Placing Temporary Traffic Counter/ CCTV Camera On The Highway

Unauthorised Survey Equipment On The Highway

Bike-ability Training

Min. Charge:

Min. Charge:

Min. Charge:

Per Hour

Per Hour

Per Hour

Act' Cost Plus 20% Admin Fee

Act' Cost Plus 20% Admin Fee

Fee per sign

Fee per sign

Fee per sign

Fee per sign

Fee per sign

Per Pupil

FEES AND CHARGES 2022/23

PLACE DIRECTORATE

Unit Cost

2022/23

2021/22

% Increase

£

£

HIGHWAY DEVELOPMENT CONTROL CHARGES FOR ADOPTED AND UNADOPTED ROADS

S38/278 Fees (based on costs of infrastructure construction - index linked)

-up to £1.0m construction costs (Min' Charge £2,500)

13% but Min' charge of

3,726.00

3,555.00

4.8%

-over £1.0m construction costs

13% but Min' charge of

3,726.00

3,555.00

4.8%

-For structures/roads not being adopted- Technical Approval

Act' Cost Plus 20%

Act' Cost Plus 20%

Admin Fee

Admin Fee

-renegotiation of S278/38 Contract Period

1,242.00

1,185.00

4.8%

-4.8m wide block paved road + two 2m verges

1,294.00

1,235.00

4.8%

-5.0m wide road, two 2m footways and two 1m verges

1,612.00

1,538.00

4.8%

-5.5m wide road, two 2m footways and two 1m verges

1,953.00

1,864.00

4.8%

-6.7m wide road, two 2.5m footways and two 1m verges

2,590.00

2,471.00

4.8%

-individual 2.0m footpath including lighting

583.00

556.00

4.9%

Travel Plans (to cover approval and 5 years monitoring)

-Checking and approving interim and final travel plans small developments (one off fee)

1,029.00

982.00

4.8%

-Checking and approving interim and final travel plans standard developments (one off fee)

2,059.00

1,965.00

4.8%

-Checking and approving interim and final travel plans large/complex developments (one off fee)

4,121.00

3,932.00

4.8%

Auditing Of Road Safety Audits

559.00

533.00

4.9%

Design Of Street Lighting Schemes

436.00

416.00

4.8%

Relocation Of Street Light Equipment

-Residential with Advantage Card

Single Item:

(actual cost)

(actual cost)

-Commercial

Act' Cost Plus 20% Admin Fee

(actual cost + 20%)

(actual cost + 20%)

Technical Approval Of Traffic Signals

-Standard (Four Way) Installation

741.00

707.00

4.8%

-Complex Installation

1,242.00

1,185.00

4.8%

FEES AND CHARGES 2022/23

48

PLACE DIRECTORATE		Unit Cost	2022/23	2021/22	% Increase
			£	£	
HIGHWAY COMMUTED SUMS:					
-soakaways over 20 years			20,894.00	19,937.00	4.8%
-high friction surfacing over 5 years	Per m2:		10.00	10.00	0.0%
-pumping stations over 10 years	Min':		19,212.00	18,332.00	4.8%
-standard street lighting over 20 years			1,294.00	1,235.00	4.8%
-ornamental lighting over 20 years	Per Item:		2,136.00	2,038.00	4.8%
-traffic signals over 20 years per single pole	Per Item:		14,861.00	14,180.00	4.8%
-extra height pole	Per Item:		16,126.00	15,387.00	4.8%
-cantilever pole	Per Item:		17,585.00	16,780.00	4.8%
-illuminated traffic signs and bollards over 10 years		£540/m2 & £1,100 over 1m2			
-illuminated traffic signs and bollards over 10 years					
-road markings 50% of initial cost	Min':		971.00	927.00	4.7%
-CCTV cameras over 10 years	Per Item:		16,855.00	16,083.00	4.8%
-structures (Cost to be agreed between local authority and contractor)	50% of initial cost				
Pedestrian Safety Barriers (Cost to be agreed between local authority and contractor)	50% of initial cost				
Trees on adopted highway (standard tree up to 12cm girth) each			648.00	618.00	4.9%
Trees on adopted highway (heavy standard tree between 12cm to 14cm girth) each			783.00	747.00	4.8%
Trees on adopted highway (extra heavy standard tree between 14cm to 20cm girth) each			1,189.00	1,135.00	4.8%
Trees on adopted highway (semi-mature tree 20cm girth or larger) each		£2,245 min to £5,400 max			
Grass cutting on adopted highway	Per m2		10.00	10.00	0.0%
Shrubs and planting areas maintenance	Per m2		112.00	107.00	4.7%
Other Commuted Sums	Full cost or by agreement				
Developer site Signage					
-Application Fee (Up to 1 m2, thereafter, pro-rata)			130.00	124.00	4.8%
-Inspection Fee			77.00	73.00	5.5%
-Removal Of Illegal Directional Signs	Per sign		262.00	250.00	4.8%
Removal of illegal signs for repeat offenders	Flat fee		576.00	550.00	4.7%

FEES AND CHARGES 2022/23

PLACE DIRECTORATE	2022/23 £	2021/22 £	% Increase
WASTE			
Special Collection Service, Trade Waste & Other			
-special collection service -one item	37.00	36.00	2.8%
-special collection service -two items	43.00	41.00	4.9%
-special collection service -three items	50.00	48.00	4.2%
-special collection service -four items	56.00	54.00	3.7%
-special collection service -five items (maximum)	62.00	60.00	3.3%
-special collection service -fridges/freezers per unit	37.00	36.00	2.8%
Waste bin for new development			
- Charged per property - New	80.00		
Green Waste Subscribed Collection Service			
-annual subscription	69.00	66.00	4.5%

FEES AND CHARGES 2022/23

PLACE DIRECTORATE

		2022/23 £	2021/22 £	% Increase
PARKING SERVICE				
CAR PARKS				
Alexandra, Windsor *	No. of Spaces Chargeable Free			
	198			
Charges apply Monday - Sunday between 9am-9pm (including Bank Holidays)				
Up To 1 Hour		1.80	1.70	5.9%
1 To 2 Hours		3.60	3.40	5.9%
2 To 3 Hours		5.50	5.10	7.8%
3 To 4 Hours		7.30	6.80	7.4%
4 To 5 Hours		11.50	11.00	4.5%
Over 5 Hours		14.50	14.00	3.6%
Season Tickets (3 Months)		395.00	380.00	3.9%
Season Tickets (6 Months)		780.00	750.00	4.0%
Season Tickets (Per Annum)		1540.00	1480.00	4.1%
Alma Road, Windsor * (See separate tariff For Windsor Dials)	130			
Charges apply Monday - Sunday between 9am-9pm (including Bank Holidays)				
Up To 1 Hour		1.80	1.70	5.9%
1 To 2 Hours		3.60	3.40	5.9%
2 To 3 Hours		5.50	5.10	7.8%
3 To 4 Hours		7.30	6.80	7.4%
4 To 5 Hours		11.50	11.00	4.5%
Over 5 Hours		14.50	14.00	3.6%
Season Tickets (3 Months)		395.00	380.00	3.9%
Season Tickets (6 Months)		780.00	750.00	4.0%
Season Tickets (Per Annum)		1540.00	1480.00	4.1%
Ascot High Street				
The Avenue, Datchet *	113			
Charges apply Mon - Sat between 9am-6pm (Sundays and Bank Holidays free)				
Up To 1 Hour		1.10	1.00	10.0%
1 To 2 Hours		1.80	1.60	12.5%
2 To 3 Hours		3.60	3.20	12.5%
3 To 4 Hours		4.50	4.00	12.5%
4 to 5 Hours		6.50	6.00	8.3%
Over 5 Hours		7.70	7.20	6.9%
Season Tickets (3 Months)		240.00	230.00	4.3%
Season Tickets (6 Months)		455.00	435.00	4.6%
Season Tickets (Per Annum)		890.00	850.00	4.7%

FEES AND CHARGES 2022/23

PLACE DIRECTORATE

PLACE DIRECTORATE			2022/23 £	2021/22 £	% Increase
PARKING SERVICE					
CAR PARKS					
Eton Court, Eton *					
Charges apply Mon-Sun between 9am-9pm (Incl Bank Holidays)					
Up To 1 Hour		No. of Spaces	1.70	1.60	6.2%
1 To 2 Hours		Chargeable	3.40	3.20	6.2%
2 To 3 Hours		Free	5.20	4.80	8.3%
3 To 4 Hours			8.50	8.00	6.3%
4 To 5 Hours			10.50	10.00	5.0%
Over 5 Hours			12.00	11.50	4.3%
Season Tickets (3 Months)		1,320	330.00	315.00	4.8%
Season Tickets (6 Months)		1,300	650.00	620.00	4.8%
Season Tickets (Per Annum)			1280.00	1230.00	4.1%
Grenfell Park, Maidenhead (Dawn - Dusk)				0.00	
Grove Road, Maidenhead (3 Hours max)		82			
Charges apply Mon - Sat between 9am-9pm (Sunday and Bank Holidays free)					
Up To 1 Hour			1.60	1.50	6.7%
1 To 2 Hours			3.20	3.00	6.7%
2 To 3 Hours			4.80	N/A	
Hines Meadow Multi Storey Maidenhead *					
Charges apply Mon - Sat between 9am-9pm (Sunday and Bank Holidays free)					
Up To 1 Hour		1,280	1.30	1.20	8.3%
1 To 2 Hours			2.60	2.40	8.3%
2 To 3 Hours			4.00	3.60	11.1%
3 To 4 Hours			5.90	5.40	9.3%
4 To 5 Hours			6.50	6.00	8.3%
Over 5 Hours			10.50	10.00	5.0%
Season Tickets (3 Months)			290.00	275.00	5.5%
Season Tickets (6 Months)			565.00	540.00	4.6%
Season Tickets (Per Annum)			1100.00	1050.00	4.8%

FEES AND CHARGES 2022/23

PLACE DIRECTORATE

PARKING SERVICE CAR PARKS

No. of Spaces
Chargeable Free

2022/23
£

2021/22
£

%
Increase

Home Park, Windsor >

181

Charges apply Mon - Fri between 9am-4pm (Weekends and Bank Holidays free)
Signs will indicate when the car park is not in use due to events or functions

Up To 1 Hour	1.20	1.10	9.1%
1 To 2 Hours	2.40	2.20	9.1%
2 To 3 Hours	4.40	4.00	10.0%
3 To 4 Hours	5.50	5.00	10.0%
4 To 5 Hours	6.50	6.00	8.3%
Over 5 Hours	8.00	7.50	6.7%
Season Tickets (3 Months)	245.00	230.00	6.5%
Season Tickets (6 Months)	475.00	455.00	4.4%
Season Tickets (Per Annum)	940.00	900.00	4.4%

Horton Road, Datchet *

60

Charges apply Mon - Sat between 9am-6pm (Sundays and Bank Holidays free)

Up To 1 Hour	0.60	0.50	20.0%
1 To 2 Hours	1.20	1.00	20.0%
2 To 3 Hours	2.40	2.00	20.0%
3 To 4 Hours	3.50	3.00	16.7%
4 to 5 Hours	4.50	4.00	12.5%
Over 5 Hours	5.50	5.00	10.0%

King Edward VII Ave, Windsor

192

Charges apply Mon-Sun between 9am-9pm (Including Bank Holidays)

Up To 1 Hour	1.70	1.60	6.2%
1 To 2 Hours	3.20	3.00	6.7%
2 To 3 Hours	5.20	4.80	8.3%
3 To 4 Hours	7.10	6.60	7.6%
4 To 5 Hours	8.70	8.20	6.1%
Over 5 Hours	10.00	9.50	5.3%
Season Tickets (3 Months)	345.00	330	4.5%
Season Tickets (6 Months)	680.00	650	4.6%
Season Tickets (Per Annum)	1340.00	1280	4.7%

FEES AND CHARGES 2022/23

PLACE DIRECTORATE

		2022/23 £	2021/22 £	% Increase
PARKING SERVICE				
CAR PARKS				
		No. of Spaces		
		Chargeable	Free	
King Edward VII Hospital, Windsor		150		
Charges apply Saturdays, Sundays and Bank Holidays between 9am-6pm				
Up To 2 Hours		1.00	1.00	0.0%
2 To 4 Hours		2.00	2.00	0.0%
Over 4 Hours		5.00	5.00	0.0%
Meadow Lane, Eton *		102		
Charges apply Mon-Sun between 9am-9pm (Incl Bank Holidays)				
Up To 1 Hour		1.70	1.60	6.2%
1 To 2 Hours		3.40	3.20	6.2%
2 To 3 Hours		5.20	4.80	8.3%
3 To 4 Hours		8.50	8.00	6.3%
4 To 5 Hours		10.50	10.00	5.0%
Over 5 Hours		12.00	11.50	4.3%
Season Tickets (3 Months)		330.00	315.00	4.8%
Season Tickets (6 Months)		650.00	620.00	4.8%
Season Tickets (Per Annum)		1280.00	1230.00	4.1%
Nicholsons MultiStorey, Maidenhead *		734		
Charges apply Mon - Sat between 9am-9pm (Sunday and Bank Holidays free)				
Up To 30 Mins		0.80	0.70	14.3%
30 Mins To 1 Hour		1.50	1.40	7.1%
1 To 2 Hours		2.60	2.40	8.3%
2 To 3 Hours		4.00	3.60	11.1%
3 To 4 Hours		5.30	4.80	10.4%
4 To 5 Hours		10.50	10.00	5.0%
Over 5 Hours		15.50	15.00	3.3%
Season Tickets (1 Month)		170.00	160.00	6.3%
Season Tickets (3 Months)		480.00	460.00	4.3%
Season Tickets (6 Months)		950.00	910.00	4.4%
Season Tickets (Per Annum)		1860.00	1780.00	4.5%
Oak Lane (Annual Contract Spaces For Residents Only)		60.00	60.00	0.0%

FEES AND CHARGES 2022/23

PLACE DIRECTORATE

			2022/23 £	2021/22 £	% Increase
PARKING SERVICE					
CAR PARKS					
River St, Windsor *					
Charges apply Mon-Sun between 9am-9pm (Incl Bank Holidays)					
	No. of Spaces				
	Chargeable	Free			
	145				
			5.30	5.20	1.9%
			8.20	8.00	2.5%
			10.50	10.00	5.0%
			14.00	13.50	3.7%
			16.00	15.50	3.2%
			20.00	19.00	5.3%
Romney Lock, Windsor *					
Charges apply Mon-Sun between 9am-9pm (Incl Bank Holidays)					
	94				
			1.70	1.60	6.2%
			3.20	3.00	6.7%
			5.20	4.80	8.3%
			7.10	6.60	7.6%
			8.70	8.20	6.1%
			10.00	9.50	5.3%
			345.00	330.00	4.5%
			680.00	650.00	4.6%
			1340.00	1280.00	4.7%
Stafferton Way Multi Storey, Maidenhead *					
Charges apply Mon - Sat between 9am-9pm (Sundays and Bank Holidays free)					
	576				
			8.50	8.00	6.3%
			290.00	275.00	5.5%
			565.00	540.00	4.6%
			1100.00	1055.00	4.3%

FEES AND CHARGES 2022/23

PLACE DIRECTORATE

PLACE DIRECTORATE		2022/23 £	2021/22 £	% Increase
PARKING SERVICE	No. of Spaces			
CAR PARKS	Chargeable Free			
Town Moor, Maidenhead (Blackmoor Lane)	28			
Charges apply Mon - Sun between 9am-9pm (Incl Bank holidays)				
Up To 3 Hours		1.10	1.00	10.0%
Over 3 Hours		4.20	4.00	5.0%
Victoria Street Multi Storey, Windsor *	206			
Charges apply Mon - Sun between 9am-9pm (Incl Bank Holidays)				
Up To 1 Hour		2.40	2.30	4.3%
1 To 2 Hours		3.90	3.70	5.4%
2 To 3 Hours		6.40	6.00	6.7%
3 To 4 Hours		11.00	10.50	4.8%
4 To 5 Hours		12.00	11.50	4.3%
Over 5 Hours		16.50	16.00	3.1%
West Street, Maidenhead (3 Hours Max) *	59			
Charges apply Mon - Sat between 9am-9pm (Sundays and Bank Holidays free)				
Upto 1 Hour		1.60	1.50	6.7%
Upto 2 Hours		3.20	3.00	6.7%
Upto 3 Hours		4.80	4.50	6.7%
Windsor Dials (via Alma Road), Windsor *	250			
Charges apply Mon - Sun between 9am-9pm (Incl bank holidays)				
Car Park only available on Saturdays, Sundays, Bank Holidays				
Up To 1 Hour		1.80	1.70	5.9%
1 To 2 Hours		3.60	3.40	5.9%
2 To 3 Hours		5.50	5.10	7.8%
3 To 4 Hours		7.30	6.80	7.4%
4 To 5 Hours		11.50	11.00	4.5%
Over 5 Hours		14.50	14.00	3.6%

FEES AND CHARGES 2022/23

PLACE DIRECTORATE

		2022/23 £	2021/22 £	% Increase
PARKING SERVICE				
CAR PARKS				
Windsor Library	No. of Spaces Chargeable Free			
	15			
Charges apply Mon - Sat between 9am-9pm (Sunday and Bank Holidays free)				
Up To 30 Mins		0.50	0.40	25.0%
Up To 1 Hour		2.60	2.50	4.0%
1 To 2 Hours		5.20	5.00	4.0%
York House, Windsor	92			
Charges apply Mon - Sun between 9am-9pm (Incl Bank Holidays)				
Weekends & Bank Holidays (Up To 4 Hours Charge)		3.70	3.50	5.7%
Weekends & Bank Holidays (Over 4 Hours Charge)		7.30	7.00	4.3%
Coach Park (Alma Road), Windsor	74			
Charges apply Mon-Sun between 9am-9pm (Incl Bank Holidays)				
Up To 1 Hour - Entry		12.50	12.00	4.2%
Prepaid Tickets (1 Hour)		11.50	11.00	4.5%
Up To 4 Hours		26.00	25.00	4.0%
Prepaid Tickets (4 Hours)		22.00	21.00	4.8%
Up To 10 Hours (equivalent to all day as evenings free)		35.00	33.00	6.1%
Prepaid Tickets (10 Hours) (equivalent to all day as evenings free)		30.00	28.00	7.1%
Christmas Period (cars only)		3.00	3.00	0.0%
Magnet Leisure Centre - Maidenhead >	248			
Charges apply Mon - Sat 9am to 9pm (Sundays and Bank Holidays free)				
Up to 60 mins		1.20	1.10	9.1%
Up to 90 mins		1.60	1.50	6.7%
Up to 2 Hours		2.30	2.20	4.5%
Up to 3 Hours		3.20	3.00	6.7%
Up to 4 Hours		7.50	7.20	4.2%
Over 4 Hours		10.00	9.50	5.3%
Windsor Leisure Centre >	249			
Charges apply Mon - Sun between 9am-9pm (Incl Bank Holidays)				
Up to 1 Hour		1.40	1.30	7.7%
Up to 2 Hours		2.20	2.00	10.0%
Up to 3 Hours		4.20	3.80	10.5%
Up to 4 Hours		12.00	11.50	4.3%
Up to 5 Hours		14.00	13.50	3.7%
Over 5 Hours		18.50	18.00	2.8%

FEES AND CHARGES 2022/23

58

PLACE DIRECTORATE			2022/23 £	2021/22 £	% Increase
PARKING SERVICE					
CAR PARKS					
On-Street Parking					
Barry Avenue *					
	Up To 1 Hour	No. of Spaces Chargeable Free	2.30	2.20	4.5%
	1 To 2 Hours		4.60	4.40	4.5%
St. Leonards Road (Shops) *					
	Up To 1 Hour		0.80	0.70	14.3%
	1 To 2 Hours		2.00	1.90	5.3%
Central (Includes Datchet Road, Park Street, Sheet Street, Victoria Street, Farm Yard & Thameside (1 Hour Maximum Stay) *					
	Up To 1 Hour		1.40	1.30	7.7%
Albert St, Alma Rd, Beaumont Rd, Bexley St, Clarence Rd, Duke St, Fawcett Rd, Frances Rd, Oxford Rd, Queens Rd, Vansittart Rd, Stovell Rd. * (Where Charges Apply Mon-Fri 8.30am - 5.30pm)					
	Up To 1 Hour		0.70	0.60	16.7%
	1 To 2 Hours		1.40	1.30	7.7%
Alma Rd, Clarence Rd, St Leonards Rd. * (Where Charges Apply Mon-Sun 8am - 8pm)					
	Up To 1 Hour		0.70	0.60	16.7%
	1 To 2 Hours		1.40	1.30	7.7%
Alexandra Rd, Claremont Rd, Devereux Rd, Dorset Rd, Grove Rd, St Leonards Ave, St Marks Rd, Helena Rd *					
	Up To 1 Hour		1.00	0.90	11.1%
The Avenue & Windsor Road (Datchet) *					
	Up To 1 Hour		1.00	0.90	11.1%
	1 To 2 Hours		1.70	1.60	6.2%
	2 To 3 Hours		3.40	3.20	6.2%
	3 To 4 Hours		4.20	4.00	5.0%
	Over 4 Hours		6.30	6.00	5.0%
Eton (2 Hour Maximum Stay) *					
	Up To 30 Mins		0.60	0.50	20.0%
	Up To 1 Hour		2.10	2.00	5.0%
	Up to 2 Hours		3.20	3.00	6.7%

FEES AND CHARGES 2022/23

PLACE DIRECTORATE

			2022/23	2021/22	%
			£	£	Increase
PARKING SERVICE	No. of Spaces				
CAR PARKS	Chargeable	Free			
<u>Other Parking Fees And Charges</u>					
Penalty Charge Notices					
Higher Level Contraventions			70.00	70.00	0.0%
-Discounted If Paid Within 14 Days			35.00	35.00	0.0%
Lower Level Contraventions			50.00	50.00	0.0%
-Discounted If Paid Within 14 Days			25.00	25.00	0.0%
Business Permits					
Business Parking Permits					
Windsor: Outer Areas					
First Permit			690.00	660.00	4.5%
Second Permit			800.00	760.00	5.3%
Third Permit			900.00	860.00	4.7%
Windsor: Inner Areas			345.00	330.00	4.5%
Eton and Datchet:					
First Permit			190.00	180.00	5.6%
Second Permit			400.00	380.00	5.3%
Third Permit			555.00	530.00	4.7%
Fourth Permit			770.00	735.00	4.8%
Parking Suspensions and Dispensations					
Suspension Of Parking Bay (Per Bay)			25.00	20.00	25.0%
Parking Dispensations - Late Charge			55.00	50.00	10.0%
Parking Dispensations - 1st Day			25.00	20.00	25.0%
Parking Dispensations - Additional Days			5.50	5.00	10.0%
Parking Dispensations - 1 Week			45.00	40.00	12.5%
Parking Dispensations - 2 Weeks			75.00	70.00	7.1%
Parking Dispensations - 3 Weeks			105.00	100.00	5.0%
Parking Dispensations - 4 Weeks			130.00	125.00	4.0%
Special Parking/ Access Permit			55.00	50.00	10.0%
Special Parking/ Access Permit - Late Charge			55.00	0	

FEES AND CHARGES 2022/23

PLACE DIRECTORATE

PLACE DIRECTORATE			2022/23 £	2021/22 £	% Increase
PARKING SERVICE					
CAR PARKS					
Resident Permits					
		No. of Spaces			
		Chargeable			
		Free			
1st			50.00	50.00	0.0%
2nd			70.00	70.00	0.0%
3rd			100.00	100.00	0.0%
Electric Vehicles			Free	Free	
Visitor Vouchers					
2 Hours			1.00	1.00	0.0%
6 Hours			2.00	2.00	0.0%
24 Hours			4.00	4.00	0.0%
Visitor Permits					
1st			50.00	50.00	0.0%
2nd			70.00	70.00	0.0%
3rd			100.00	100.00	0.0%
Electric Car Permit					
RBWM residents only. Where a resident has a fully electric car, the resident may apply for a permit which allows free parking to any RBWM car park where charges would normally apply.			FREE	FREE	
Waiver Permits					
1st			50.00	N/A	
2nd			70.00	N/A	
3rd			100.00	N/A	
Commercial Permits			150	100	50.0%

FEES AND CHARGES 2022/23

PLACE DIRECTORATE		2022/23		2021/22		% Increase	
		Non-Resident	Resident	Non-Resident	Resident	Non-Resident	Resident
		£	£	£	£		
OUTDOOR FACILITIES							
ALLOTMENTS							
The scale of charges for Maidenhead allotments per 250 sq.m. per annum:-							
Grade of Plot - A+		660	330	629	315	4.9%	4.8%
A		176	87	168	83	4.8%	4.8%
B		152	77	145	73	4.8%	5.5%
CEMETERIES AND CHURCHYARDS							
STANDARD BURIAL:							
Grant of exclusive right of burial for 50 yrs including right to erect memorial Burial Fees		2,923	1,460	2,789	1,393	4.8%	4.8%
For three - Braywick Cemetery only		2,867	1,437	2,736	1,371	4.8%	4.8%
For two		2,446	1,225	2,334	1,169	4.8%	4.8%
For two - Oakley Green Cemetery only		2,446	1,225	2,334	1,169	4.8%	4.8%
For one		2,210	1,107	2,108	1,056	4.8%	4.8%
Child 7 to 17 years		1,053	-	1,005	-	4.8%	
Child up to 6 years		505	-	482	-	4.8%	
Additional charge for a casket		943	471	900	449	4.8%	4.9%
Re-open for 2nd burial 6ft depth		1,225	1,225	1,169	1,169	4.8%	4.8%
Re-open for 2nd burial 4ft depth		1,107	1,104	1,056	1,053	4.8%	4.8%
INFANT BURIAL:							
Grant of exclusive right of burial for 50 yrs, including right to erect memorial Burial Fee		715	-	682	-	4.8%	
		283	-	270	-	4.8%	
CREMATION PLOT:							
Grant of exclusive right of burial for 50 yrs, including right to erect memorial		1,423	712	1,358	679	4.8%	4.9%
New Cremation Plot (2 caskets per plot)		767	385	732	367	4.8%	4.9%
Re-open for a second interment of ashes		385	385	367	367		
CREMATION CHAMBER:							
Grant of exclusive right of burial for 10 years and interment of ashes, including right to erect memorial - Oakley Green Cemetery only		1,530	764	1,460	729	4.8%	4.8%
Renew grant of exclusive right of burial for a further 10 years		754	376	719	359	4.9%	4.7%
Re-open for a second interment of ashes		263	263	251	251	4.8%	4.8%

FEES AND CHARGES 2022/23

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PLACE DIRECTORATE	2022/23		2021/22		% Increase	
	Non-Resident	Resident	Non-Resident	Resident	Non-Resident	Resident
	£	£	£	£		
OUTDOOR FACILITIES						
MEMORIALS:						
Additional inscription / replacement stone	51	51	49	49	4.1%	4.1%
Wall plaque	65	65	62	62	4.8%	4.8%
Cremation tablet	65	65	62	62	4.8%	4.8%
Vase or book on cremation plot or grave	65	65	62	62	4.8%	4.8%
Reservation of wall plaque for 7 years	65	65	62	62	4.8%	4.8%
Stake in Ground Plaque - prices from:-	185	185	177	177	4.5%	4.5%
MISCELLANEOUS:						
Record research fee	65	65	62	62	4.8%	4.8%
Reservation - grave or cremation plot for 7 years (renewal at 50% of current rate)	1,437	718	1,371	685	4.8%	4.8%
Inter cremated remains in Garden of Remembrance	220	220	210	210	4.8%	4.8%
Interment outside prescribed hours (minimum charge)	516	258	492	246	4.9%	4.9%
Minimum cost for specific needs	516	258	492	246	4.9%	4.9%
Private grave registration transfer	65	65	62	62	4.8%	4.8%
Use of chapel at Oakley Green only	188	188	179	179	5.0%	5.0%
Copy of Deed	65	65	62	62	4.8%	4.8%
PARKS AND OPEN SPACES	Per Season		Per Season			
FOOTBALL:						
Grade A Pitch		1,942		1,853		4.8%
Grade B Pitch		1,470		1,403		4.8%
Mini Football Pitch - Marked 2hr session		Free		Free		
RUGBY:						
Braywick / Home Park		2,460		2,348		4.8%
Mini Rugby Pitch - Marked 2hr session		Free		Free		
CRICKET:						
Home Park		3,330		3,178		4.8%
LAWN TENNIS:						
Home Park		1,531		1,461		4.8%
MISCELLANEOUS:						
Royal Windsor Dog Show		9,060		8,648		4.8%
Triathlon		7,770		7,412		4.8%
Horse Show		9,060		8,648		4.8%
Ockwells Dog Show		765		730		4.8%

FEES AND CHARGES 2022/23

PLACE DIRECTORATE	2022/23		2021/22		% Increase	
	Non-Resident	Resident	Non-Resident	Resident	Non-Resident	Resident
	£	£	£	£		
OUTDOOR FACILITIES						
RIGHTS OF WAY						
Actual Costs +Advertising minimum charges:						
S118 Stopping Up of Footpaths, Bridleways & Restricted Byways.		1,488		1,420		4.8%
S119 Diversion of Footpaths, Bridleways & Restricted Byways.		1,488		1,420		4.8%
S257 Town & Country Planning Act 1980 Diversion Orders.		1,488		1,420		4.8%
S1 & 14 Road Traffic Regulation Act 1984 Traffic Regulation Orders.		-		-		
(NB- Advertising costs above include Vat.)						
Provision Of Hard Copy Of Definitive Map Extract (Viewing Only Free Of Charge)		63		60		5.0%
Land Owner Declaration (Highways Act 1980 / Commons Act 2006)		311		297		4.7%
Land Owner Declaration (Highways Act 1980 / Commons Act 2006) - Subsequent Declaration		63		60		5.0%
NEW ROADS & STREET WORKS ACT INSDPECTIONS / PERMITS						
S74 NRSWA Charges For Late Completions. Fees range depending on circumstances and are set by statute		-				
S76 NRSWA Inspection Fees. Fees range depending on circumstances and are set by statue		-				
S50 NRSWA private apparatus in the highway licences. First application flat fee		548		523		4.8%
S50 NRSWA private apparatus in the highway licences. Second and subsequent application flat fee		274		261		5.0%

FEES AND CHARGES 2022/23

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PLACE DIRECTORATE		2022/23 £	2021/22 £	% Increase
PLANNING & DEVELOPMENT				
Pre-Application Advice (Including VAT)				
<p>The fees for pre-application planning advice are charged on the Planning Unit's Pre-application Charging Protocol and charged on an individual cost basis relating to the different types of staff required and level of advice provided. Schemes subject to a Planning Performance Agreement would be considered outside of this schedule with a bespoke fee arrangement based on the hourly rate for the required officers. Charges for using the transport model are in addition to those set out below and will be agreed prior to instruction. Charges for review of viability studies or other work requiring the appointment of external consultants also sit outside of this and will be agreed on a case by case basis with the developer responsible for covering the consultants fees.</p> <p>Parish Councils, Local community groups (at the discretion of the Head of Planning) for all categories of development</p>		50% off respective fee	50% off respective fee	
Householder Pre-application Fees				
Level 1 - Householder Pre-app (Extensions, Alterations and Outbuildings) - In principle desk-based written advice from planning officer only		132.00	127.00	3.9%
Level 2 - Householder pre-app (Extensions, Alterations and Outbuildings) (involves some internal consultation at discretion of planning officer - dependent on submission documents)		175.00	169.00	3.6%
Level 2 - Listed Building Householder Pre-app (Extensions, Alterations and Outbuildings to listed buildings) - Written advice following site visit and internal consultation with conservation officer		223.00	-	
Level 2 - Listed Buildings consent works only to a single dwelling house (to be dealt with by conservation officer and with site visit		175.00	154.00	13.6%
Follow up meeting after written advice at level 1 or 2 householder pre-app (Planning Officer attendance only - if planning officer considers other specialist officers should be in attendance, additional fee based on hourly rates set out below will be discussed in advance)		94.50	91.00	3.8%
Pre-application fees for all new dwellings, commercial development or mixed schemes				
Fee covers single meeting with planning officer and any specialist officers consulted at planning officer's discretion and provision of written advice:-				
Residential				
1 unit		250.00	Change in charging structure	
More than 1 unit		£250 per unit up to maximum of £35,000		

FEES AND CHARGES 2022/23

PLACE DIRECTORATE

	2022/23 £	2021/22 £	% Increase
Non-residential			
Less than 200 sq. m. floor space	570.00	550.00	3.6%
200-999 sq. m. floor space	1,060.00	1,022.00	3.7%
1,000-1,999 sq. m. floor space	2,215.00	2,134.00	3.8%
2,000-4,999 sq. m. floor space	3,495.00	3,367.00	3.8%
5,000-9,999 sq. m. floor space	6,000.00	5,791.00	3.6%
10,000+ sq. m. floor space	8,280.00	7,980.00	3.8%
Advertisements	160.00	154.00	3.9%
Telecommunications	370.50	357.00	3.8%
Listed building advice for non-residential buildings or more than a single dwelling house	Min £223	Contact for quote	
Additional work - charged at £94.50 per hour			
All forms of development that does not fall in to above categories	Contact for quote	Contact for quote	
Minerals / waste proposals	Contact for quote	Contact for quote	
Planning decisions and related documents	15.00	13.00	15.4%
Retrieval and copying from Archive of Planning Documents	£2.10 for A4 1st page /50p per sheet thereafter	£1.58 for A4 1st page / 41p per sheet thereafter	33%
Administration fee for checking validity of a planning application	25% of application fee	25% of application fee	
Use of RBWM Transport Model data by Developers.	On Request-bespoke charge dependent on application requirement	On Request-bespoke charge dependent on application requirement	

FEES AND CHARGES 2022/23

PLACE DIRECTORATE

		2022/23 £	2021/22 £	% Increase
Hourly Rates & attendance at requested meetings (Where requests are accepted by LPA)				
Head of Service	Hourly Rates	210.00	203.20	3.3%
Deputy Head of Service or Policy Manager	Hourly Rates	158.00	152.40	3.7%
Team Leader	Hourly Rates	137.00	132.08	3.7%
Principal Officer	Hourly Rates	126.00	121.92	3.3%
Senior Officer	Hourly Rates	105.00	101.60	3.3%
Planning Officer/Conservation Officer	Hourly Rates	94.50	91.44	3.3%
Specialist Advice - e.g.. trees, ecology, highways, environmental protection	Hourly Rates	105.00	101.60	3.3%
High Hedges Complaints		795.00	769.00	3.4%
TPO-Hard Copy	Deleted		32.40	-100.0%
S106 Management, Maintenance, Compliance & Monitoring				
Major applications - non-refundable charge		876.00	836.00	4.8%
Minor and Other applications - non-refundable charge		449.00	428.00	4.9%
Discharge of non-financial obligations (e.g. Landscape Plans, Woodland Management Plans)		119.00	114.00	4.4%
Monitoring of non-financial S106 Obligations		235.00	224.00	4.9%
Monitoring & Management of Viability appraisals for development	Hourly Rate		Hourly Rate	
Confirmation that the obligations of a S106 legal agreement have been discharged		168.00	160.00	5.0%
(Note: Charges for Checking & monitoring Travel Plans refer to Highway Charges)				

FEES AND CHARGES 2022/23

PLACE DIRECTORATE

	2022/23 £	2021/22 £	% Increase
Strategic Access Management Monitoring			
Bedsit/1 bed dwelling	470.83	470.83	0.0%
2 bed dwelling	620.98	620.98	0.0%
3 bed dwelling	835.96	835.96	0.0%
4 bed dwelling	951.52	951.52	0.0%
5+ bed	1,241.96	1,241.96	0.0%
Allen's Field, Ascot Suitable Alternative Natural Greenspace - Provision/Maintenance			
Bedsit / 1 bed dwelling	8,135.75	8,135.75	0.0%
2 bed dwelling	8,877.33	8,877.33	0.0%
3 bed dwelling	9,875.87	9,875.87	0.0%
4 bed dwelling	10,399.34	10,399.34	0.0%
5+ bed dwelling	11,719.50	11,719.50	0.0%
Sunningdale Park, Sunningdale Suitable Alternative Natural Greenspace			
– provision / maintenance per dwellings	9,137.36	9,137.36	0.0%

FEES AND CHARGES 2022/23

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PLACE DIRECTORATE	2022/23 £	2022/23 £	2022/23 £	2022/23 £	2021/22 £	2021/22 £	2021/22 £	2021/22 £	% Increase
PLANNING & DEVELOPMENT - BUILDING CONTROL									
Building Control returned to the Royal Borough on 1 July, 2021	Full Plans				Full Plans				
The service exists to ensure that buildings are deigned and constructed in accordance with the Building Regulations & Associated Legislation	Plan Charge	Inspection Charge	Building Notice	Regularisation	Plan Charge	Inspection Charge	Building Notice	Regularisation	
A New Houses (max 300m2 floor area):					New Pricing Structure				
A1 Number of Dwellings - 1	450.00	650.00	1,265.00	1,581.25					
A2 Number of Dwellings - 2	450.00	1,000.00	1,667.50	2,084.38					
A3 Number of Dwellings - 3	450.00	1,275.00	1,983.75	2,479.69					
A4 Number of Dwellings - 4	650.00	1,400.00	2,357.50	2,946.88					
A5 Number of Dwellings - 5	650.00	1,650.00	2,645.00	3,306.25					
B Domestic Alterations:									
B1 Single storey extension not exceeding 10m ²	300.00	300.00	690.00	862.50					
B2 Single Storey extension 10 m ² – 40 m ²	300.00	425.00	833.75	1,042.19					
B3 Single storey extension 40m ² – 100 m ²	350.00	575.00	1,063.75	1,329.69					
B4 Two storey extension not exceeding 40m ²	300.00	485.00	902.75	1,128.44					
B5 Two Storey extension 40 m ² – 100 m ²	300.00	700.00	1,150.00	1,437.50					
B6 Two storey extension 100m ² – 200 m ²	350.00	1,150.00	1,725.00	2,156.25					
B7 Loft conversion without dormer max 60m ²	300.00	350.00	747.50	943.38					
B8 Loft conversion including dormer or changes to roof line max 60m ²	300.00	475.00	1,162.50	1,453.13					
B9 Erection / extension-non-exempt single storey domestic detached garage / carport up to 100m ²	350.00	N/A	402.50	437.50					
B10 Erection / extension-non-exempt single storey domestic attached garage / carport up to 100m ²	200.00	275.00	516.25	645.31					
B11 Conversion of a domestic garage to habitable room (max 40m ²)	200.00	275.00	546.25	682.81					
B12 Alterations to extend or create a basement up to 100m ²	350.00	670.00	1,173.00	1,466.25					
C Domestic Alterations:									
C1 Underpinning	Individually Determined								
C2 Renovation of a thermal element to a single building	350.00	Included in	546.25	682.81					
C3 Structural alterations of a single beam or chimney breast removal	200.00	Included in	230.00	287.50					
C4 Internal alterations, installation of fittings (not electrical) and/or structural alterations:									
a) Estimated cost of work less than £5,000	325.00	Included in	373.75	467.19					
b) Estimated cost exceeding £5,000 and up to £25,000	200.00	325.00	603.75	754.69					
c) Estimated cost exceeding £25,001 and up to £50,000	300.00	475.00	891.25	1,114.06					
d) Estimated cost exceeding £50,001 and up to £75,000	300.00	725.00	1,178.75	1,473.44					

FEES AND CHARGES 2022/23

PLACE DIRECTORATE	2022/23 £	2022/23 £	2022/23 £	2022/23 £	2021/22 £	2021/22 £	2021/22 £	2021/22 £	% Increase
C5 Window Replacement-where installer is not registered with approved competent person scheme:	Full Plans				New Pricing Structure				
	Plan Charge	Inspection Charge	Building Notice	Regularisation					
	200.00	Included in	230.00	287.50					
	450.00	Included in	517.50	646.88					
D Other Residential (Institution & Other) including-Hospitals, Hotels and Boarding Houses: Assembly & Recreational Use including-clubs, schools and halls:									
D1 Floor area notD1 exceeding 10m ²	250.00	550.00	n/a	1,000.00					
D2 Floor area exceeding 10m ² but not exceeding 40m ²	350.00	700.00	n/a	1,312.50					
D3 Floor area exceeding 40m ² but not exceeding 100m ²	350.00	850.00	n/a	1,500.00					
D4 Floor area exceeding 100m ² but not exceeding 200m ²	350.00	1,225.00	n/a	1,968.75					
Industrial & Storage—including Factories and Warehouses:									
D5 Floor area not exceeding 10m ²	350.00	Included in	n/a	437.50					
D6 Floor area exceeding 10m ² but not exceeding 40m ²	350.00	350.00	n/a	875.00					
D7 Floor area exceeding 40m ² but not exceeding 100m ²	350.00	500.00	n/a	1,062.50					
D7 Floor area exceeding 100m ² but not exceeding 200m ²	350.00	650.00	n/a	1,250.00					
All Other Uses—including Offices and Shops (Commercial):									
D9 Floor area not exceeding 10m ²	250.00	350.00	n/a	750.00					
D10 Floor area exceeding 10m ² but not exceeding 40m ²	350.00	500.00	n/a	1,062.50					
D11Floor area exceeding 40m ² but not exceeding 100m ²	350.00	675.00	n/a	1,281.25					
D12 Floor area exceeding 100m ² but not exceeding 200m ²	350.00	850.00	n/a	1,500.00					
E All Other Non-Domestic Work-Alterations:									
E1 Underpinning	Individually Determined								
Window Replacement:									
E2 Per installation up to 20 windows	250.00	Included in	n/a	312.50					
E3 Per installation over 20 windows up to 50 windows	200.00	300.00	n/a	625.00					
E4 Renovation of a Thermal Element (wall, floor or roof)									
a) Estimated cost up to £50,000	250.00	250.00	n/a	625.00					
b) Estimated cost exceeding £50,000 and up to £100,000	250.00	400.00	n/a	812.5					
c) Estimated Cost exceeding £100,000 and up to £250,000	250.00	500.00	n/a	937.5					

FEES AND CHARGES 2022/23

PLACE DIRECTORATE	2022/23 £	2022/23 £	2022/23 £	2022/23 £	2021/22 £	2021/22 £	2021/22 £	2021/22 £	% Increase	
E5 Alterations (not described elsewhere including structural alterations and installation of controlled fittings)	Full Plans				New Pricing Structure					
	Plan Charge	Inspection Charge	Building Notice	Regularisation						
	a) Estimated cost of work less than £5,000	450.00	Included in	n/a						562.50
	b) Estimated cost exceeding £5,000 and up to £25,000	200.00	350.00	n/a						687.50
	c) Estimated cost exceeding £25,001 and up to £50,000	200.00	550.00	n/a						937.50
	d)Estimated cost exceeding £50,001 and up to £100,000	350.00	600.00	n/a						1,187.50
e) Installation of a Mezzanine Floor up to 500m ²	350.00	600.00	n/a	1,187.50						
E6 Office / Shop Fit Out										
a) Floor area up to 500m2	250.00	350.00	n/a	750.00						
b)Floor area exceeding 500m2 and up to 1000m2	250.00	500.00	n/a	937.50						
c) Change of use of a building (charged in addition to the above works)	250.00	Included in	n/a	312.50						
F Miscellaneous Charges				£						
Copy-Existing Document				15.00						
Reopening old applications over 3 years since last visit				90.00						
First re- issue of Completion Certificate if no inspection or review is required				50.00						
Trial hole inspection-this will be deducted from a subsequent application fee if made within 6 months				75.00						
Pre-application advice, per hour or part there of (first hour free)				75.00						
Cancellation of application or withdrawal of application:-										
No surveyor involvement				25.00						
With surveyor involvement in checking works										
				Plan fee or hourly rate						

FEES AND CHARGES 2022/23

PLACE DIRECTORATE		2022/23	2021/22	%
		£	£	Increase
STREET NAMING & NUMBERING				
Fees are inclusive of VAT				
- Research into Archives (where not part of statutory function) set as a minimum of		243.00	232.00	4.7%
- Research into Archives (where not part of statutory function) charge per hour after 3 hours		62.00	59.00	5.1%
- Provision of Hard Copy of Plans (A4)		62.00	59.00	5.1%
- Provision of Supplementary Information		129.00	123.00	4.9%
Street Naming and Numbering of Existing Properties (Fees are inclusive of VAT)				
-Change of address for existing properties		144.00	137.00	5.1%
-Street Name Change		437.00	417.00	4.8%
-Rename street where requested by residents - base charge		43.00	41.00	4.9%
-Rename street where requested by residents - advertising		1,713.00	1,635.00	4.8%
-Rename street where requested by residents - street name plate charges (charge is variable)			-	-
Street Naming and Numbering of New Properties (Fees are exempt of VAT)				
Includes the registration of replacement dwelling of same name and property conversions				
-New Developments 1		144.00	137.00	5.1%
-New Developments 2		287.00	274.00	4.7%
-New Developments 3		431.00	411.00	4.9%
-New Developments 4		575.00	549.00	4.7%
-New Developments 5		719.00	686.00	4.8%
-New Developments 6-25		1,022.00	975.00	4.8%
-New Developments 26+		1,421.00	1,356.00	4.8%
Additional charge for naming of building		212.00	202.00	5.0%

FEES AND CHARGES 2022/23

GOVERNANCE, LAW AND STRATEGY DIRECTORATE		Unit Cost	2022/23 £	2021/22 £	% Increase
COMMUNICATIONS & MARKETING					
Film Unit Tariff					
Primary Rate					
-Major Production					
Feature films and major TV productions. Substantial presence, significant equipment and ongoing disruption. Typically involving a large crew of 30+.			POA	POA	
-Large Production					
Film / TV productions. Dramas, adverts, corporate productions, music videos etc. creating some level of disruption and disturbance			POA	POA	
- Medium Production					
Smaller set ups creating relatively little disturbance, usually for one day only with equipment and lights. Typical crew of 8+			POA	POA	
- Small Production					
-Student & Charity Productions					
Student films or charitable/community purpose, little disruption.			33.00	32.00	3.1%
Facility Fee					
-Standard Application Processing			90.00	87.00	3.4%
Application provided with over 1 weeks notice of filming date					
-Late Application Processing			155.00	152.00	2.0%
Application provided within 1 weeks notice of filming date					
-Additional Roads Processing - per every 5 additional roads			43.00	42.00	2.4%
Application lists 10 or more roads under locations to be processed on street works systems					
-Application Amendment			107.00	105.00	1.9%
-Location Advice			32.00	31.50	1.6%
Any advice or research required that exceeds 1 hour of officer time		per hour			
-Site Visit			53.00	52.00	1.9%
Any requests for a film officer to visit the filming site on the day		per hour			
-Drone Use			52.00	51.00	2.0%
Any use of a drone during filming					
-Cancellation					
Application has been processed but requires cancellation					
100% of agreed facility fees already incurred					

FEES AND CHARGES 2022/23

GOVERNANCE, LAW AND STRATEGY DIRECTORATE	Unit Cost	2022/23 £	2021/22 £	% Increase
<p>Notes</p> <p>Student and Charity Productions are exempt from facility fees also at the film officer's discretion - dependant on workload created by application</p> <p>Primary rates 'per day' can be negotiated at the officer's discretion</p> <p>When a primary rate is applied it forfeits the facility fee for the application process - however if location advice and/or site visit exceed £100 this is to be included</p> <p>Primary rates may vary depending on the size of the crew</p>				

FEES AND CHARGES 2022/23

GOVERNANCE, LAW AND STRATEGY DIRECTORATE		2022/23				2021/22				% Increase			
		£				£							
DESBOROUGH SUITE		Morning	Afternoon	Evening	All Day	Morning	Afternoon	Evening	All Day				
		8am-1pm	1pm-6.30pm	6.30pm-11.30pm	8am-11.30pm	8am-1pm	1pm-6.30pm	6.30pm-11.30pm	8am-11.30pm				
COMMERCIAL RATES													
Desborough Suite		1,279.00	1,279.00	1,710.00	3,108.00	1,220.00	1,220.00	1,632.00	2,966.00	4.8%	4.8%	4.8%	4.8%
Auditorium		925.00	925.00	1,203.00	2,106.00	883.00	883.00	1,148.00	2,010.00	4.8%	4.8%	4.8%	4.8%
Receptions / Dinner Dance		512.00	512.00	1,279.00	1,927.00	489.00	489.00	1,220.00	1,839.00	4.7%	4.7%	4.8%	4.8%
Meeting Rooms (per hour/per room)		117.00	117.00	147.00	117.00	112.00	112.00	140.00	112.00	4.5%	4.5%	5.0%	4.5%
Additional time per hour, or part of, after 11.30pm		-	-	-	482.00				460.00				4.8%
NON-COMMERCIAL RATES - WHOLE SUITE													
(Dance Schools / Theatre Groups / Borough Based Registered Charities)													
Rehearsal / Set up	(Mon-Fri)	88.00	88.00	153.00	254.00	84.00	84.00	146.00	242.00	4.8%	4.8%	4.8%	5.0%
Rehearsal / Set up	(Saturday)	124.00	124.00	194.00	270.00	118.00	118.00	185.00	258.00	5.1%	5.1%	4.9%	4.7%
Rehearsal / Set up	(Sunday)	124.00	124.00	212.00	365.00	118.00	118.00	202.00	348.00	5.1%	5.1%	5.0%	4.9%
Performance / Function		195.00	195.00	265.00	602.00	186.00	186.00	253.00	574.00	4.8%	4.8%	4.7%	4.9%
Additional time per hour, or part of, after 11.30pm		-	-	-	140.00				134.00				4.5%
Kitchen Hire-Price on application													
Kitchen (Unavailable Mon-Fri 8am-4pm)													

FEES AND CHARGES 2022/23

GOVERNANCE, LAW AND STRATEGY DIRECTORATE

	2022/23 £	2021/22 £	% Increase
PUBLIC HALLS			
GUILDHALL, WINDSOR			
COMMERCIAL RATES:			
Day Hire - 8am - 5pm			
Mon - Fri	750.00	610.00	23.0%
Sat - Sun	895.00	865.00	3.5%
Bank Holidays	1,200.00		
Evening Hire - 5pm - 11.00pm (Mon-Fri)	Prices available on request	865.00	
Wedding Dinner and Evening Packages			
ADVANTAGE CARD HOLDERS:			
Day Hire - 8am - 5pm			
Mon - Fri	650.00	458.00	41.9%
Sat - Sun	800.00	660.00	21.2%
Bank Holidays	1,000.00		
Evening Hire - 5pm - 11.00pm (Mon-Fri)	Prices available on request	815.00	
Wedding Dinner and Evening Packages			
BOROUGH BASED REGISTERED CHARITIES:			
Day Hire - 8am - 5pm. (Mon-Fri only)	20% Discount offered	205.00	
Weddings over 50 guests will incur an additional £100 staffing fee.			
Any additional rates will need to be agreed with the Sales & Events team.			
Packages for weddings and dinner can also be agreed with the Sales & Events team.			

FEES AND CHARGES 2022/23

GOVERNANCE, LAW AND STRATEGY DIRECTORATE

LOCAL LAND CHARGES

Table Of Search Fees (Excluding VAT)

	2022/23 £	2021/22 £	% Increase
Standard Official Search (LLC1 and CON29R)	142.00	129.00	10.1%
Official Certificate of Search (Form LLC1 only) - No VAT	44.00	42.00	4.8%
Enquiries of Local Authority (Form CON29R only) Part 1 Enquiries*	91.00	87.00	4.6%
Additional Parcels of Land (each)	70.00	67.00	4.5%
CON 29O Enquiries-with the original search (dealing with individual questions)	48.00	44.00	9.1%
*Standalone CON29R and CON29O searches attract an additional fee (one per search) No VAT	3.15	3.00	5.0%
Repeat Searches (LLC1 and CON29R) within 2 months of original search	59.00	56.00	5.4%
Component Data for CON29R Questions	On request	On request	

LEGAL FEES (Excluding VAT)

Legal Fees - Joint S278/38 One-off minimum charge non-refundable, thereafter hourly rates	3,472.00	3,313.00	4.8%
Legal Fees - S38 One-off minimum charge non-refundable, thereafter hourly rates	3,472.00	3,313.00	4.8%
Legal Fees - Crane oversailing licence - charge dependant on complexity/urgency	£689 Min - £1,375 Max	£657 Min - £1,312 Max	4.8%
Legal Fees - Oversail licence- charge dependant on complexity/urgency	£689 Min - £1,375 Max	£657 Min - £1,312 Max	4.8%
Legal Fees - Undersail licence- charge dependant on complexity/urgency	£689 Min - £1,375 Max	£657 Min - £1,312 Max	4.8%
Legal Fees - Hourly Rate	115.00	110.00	4.5%
Legal Fees - S106 Bilateral Agreement	£1,279 min, thereafter £115 per hr	£1,220 min, thereafter £110 per hr	4.8%
Legal fees - S106 unilateral undertakings (including proforma):-			
Legal checking fees - Dependent on complexity	£1,279 min, thereafter £115	£1,220 min, thereafter £110	4.8%
Legal Fees - S106 Deed of Variation / Deed of Covenant	£421 min, thereafter £115 per	£402 min, thereafter £110 per	4.8%
Legal Fees - S111 Agreement (SANG mitigation)	£589 min, thereafter £115 per	£562 min, thereafter £110 per	4.8%
	£300 min, thereafter £115 per hr	-	
Legal Fees - DS1 (including deferred payment agreement) - one off charge thereafter hourly rates dependant			
Legal Fees - Retrieval and copy of Legal Documents from Archive	£25 min (depending on complexity/urgency and size of document) charged at £115 per hour thereafter	-	
Legal Fees - Foreign pension attestation - No longer undertaken by council	-	-	

Report Title:	2021/22 Q2 Data & Performance Report and future performance reporting arrangements
Contains Confidential or Exempt Information	No - Part I
Cabinet Member:	
Meeting and Date:	Corporate Overview and Scrutiny Panel, 26 January 2022
Responsible Officer(s):	Adele Taylor, Executive Director of Resources Emma Duncan, Monitoring Officer and Deputy Director of Law and Strategy
Wards affected:	All

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REPORT SUMMARY

- The report acknowledges the new performance reporting arrangements agreed by Cabinet on 16 December 2021 following the adoption of the new Corporate Plan 2021-26 by Full Council on 23 November 2021. It provides further detail in relation to the role of the Corporate Overview & Scrutiny Panel and forms an opportunity to discuss with Officers the practicalities of the new arrangements going forward.*
- This report also presents the 2021/22 Q2 Data & Performance Report, which sets out the council's progress in relation to the strategic priorities of the Interim Council Strategy in the period 1 July – 30 September 2021.*

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That Corporate Overview and Scrutiny Panel notes the report and:

- Notes the new and transitional performance reporting arrangements as agreed by Cabinet on 16 December 2021 (section 2.1 – 2.5) and the role of the Corporate Overview & Scrutiny Panel within these arrangements (section 2.6 – 2.12).**
- Notes the 2021/22 Corporate Overview and Scrutiny Panel Q2 Data & Performance Report in Appendix A.**

2. REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

Options

Table 1: Options arising from this report

Option	Comments
Accept the recommendations in this report. This is the recommended option	This will allow continuing insight into the delivery of the council's agreed priorities and the transition to new performance management arrangements that strengthen existing arrangements.

Option	Comments
Not accept the recommendations in the report.	The failure to use relevant performance information to understand delivery against the council's agreed priorities impedes the council's ability to make informed decisions and seek continuous improvement.

Future performance reporting arrangements (April 2022 onwards)

- 2.1 The new Corporate Plan, as adopted by Full Council on 23 November 2021, sets out the council's new strategic priorities for the period 2021-26. The Plan provides clear goals for achievement over this 5-year period.
- 2.2 Officers are now working to develop a new performance management framework (PMF) to report against the Corporate Plan, and the measures and milestones within new underpinning Service Delivery Plans. This will mark a shift in the focus of performance reporting, from an emphasis on operational performance to a focus on the achievement of the agreed Corporate Plan goals. Operational performance metrics and management information will continue to be monitored within the performance framework, recognising the importance of continuing transparency in relation to service-delivery performance.
- 2.3 This refresh has provided an opportunity to rethink the ways in which the council uses performance information to drive improvements and accountability, and consideration has been given to how current reporting structures may be refined and evolved
- 2.4 The objectives of the new performance management framework have been determined as follows:
 - 2.4.1 **Improve transparency and accountability** to Elected Members, the public and stakeholders on delivery against the Corporate Plan goals, ongoing service-delivery performance and delivery of major programmes.
 - 2.4.2 **Strengthen Member scrutiny of council performance** in order to provide stronger challenge and insight, and to strengthen democratic governance.
 - 2.4.3 **Strengthen the collective ownership and oversight of council performance** among the Executive and Corporate Leadership, embedding the use of performance data to identify and resolve performance issues.
 - 2.4.4 **Improve the use of performance data and programme management within services**, so that services are using performance information routinely to monitor and improve performance and to address emerging issues.
- 2.5 New performance management arrangements, were agreed by Cabinet on 16 December 2021, in order to better achieve these objectives. These are set out in Table 2.

Table 2: New arrangements

Objective	New arrangements
Improve transparency and accountability to Elected Members, the public and stakeholders on delivery against the Corporate Plan goals, ongoing service delivery performance and delivery of major programmes	Develop a new Citizen's Portal using the InPhase application. This will take the form of a public-facing online dashboard, which will show progress against <ul style="list-style-type: none"> - all Corporate Plan goals - major infrastructure and transformation programmes - key operational performance measures. In addition, we will produce and publish an Annual Report on the council's performance, highlighting key achievements and issues.
Strengthen Member scrutiny of council performance in order to provide stronger challenge and insight, and to strengthen democratic governance.	Corporate Overview and Scrutiny Panel to take on overarching responsibility for scrutinising progress on delivery of the Corporate Plan and wider council performance, to provide a stronger external challenge function. All Scrutiny Panels to undertake in-depth reviews into specific performance issues, according to their expertise and remit. Issues will be selected based on performance data.
Strengthen the collective ownership and oversight of council performance among the Executive and Corporate Leadership, embedding the use of performance data to identify and resolve performance issues.	Regular performance and risk meetings and performance updates through Lead Member briefings. These will report by exception and embed a stronger focus on providing challenge and problem-solving. This is line with the council's Corporate Values, and the "empowered to improve" value in particular.
Improve the use of performance data and programme management within services , so that services are using performance information routinely, to monitor their own performance and to address emerging issues	A programme of capacity building will be delivered to strengthen our performance culture and use of performance information to drive improved progress and performance as part of routine internal management, and to identify emerging issues early. All Service Delivery Plans and related performance data will be uploaded on to the InPhase system .

The role of Corporate Overview & Scrutiny Panel within the new arrangements

- 2.6 The Corporate Plan sets out clear objectives and 50 specific goals for the council over the period 2021-26. The role of Scrutiny is to hold the council to account for delivering the Corporate Plan, to identify and explore delivery challenges, and to make recommendations for improving performance, where appropriate.

- 2.7 Cabinet has agreed that the Corporate Overview and Scrutiny Panel should take overarching responsibility for reviewing the council's performance against the Corporate Plan. This will enable scrutiny of the council's performance as a whole, thereby providing greater strategic oversight of overall performance and preventing a siloed approach.
- 2.8 To enable the Corporate Overview and Scrutiny Panel to fulfil this role, the Panel will receive quarterly performance reports as a standing agenda item. Reporting will be by exception, focusing the Panel's attention on areas where there are challenges, or where there has been significant progress. These reports will be published and available to all Scrutiny Panels.
- 2.9 In addition, Panel members will be encouraged to review the data on the Citizen's Portal. This new, public-facing, performance dashboard will share performance information across all goals, major programmes and key operational performance metrics, and will enable Members and the public to review progress and identify issues independently.
- 2.10 Using this information, the Corporate Overview and Scrutiny Panel will be supported to discuss the council's performance and to identify areas where there are challenges. Where there are performance issues in specific areas, it is expected that the Corporate Overview and Scrutiny Panel will make a recommendation to the relevant Scrutiny Panel, suggesting that they undertake an in-depth review. For example, an issue with delivery of a major transport programme would be referred to the Infrastructure Overview and Scrutiny Panel, or concerns with performance on Early Help would be referred to Adult's, Children and Health Overview and Scrutiny Panel, in accordance with their specialism and remit. The Corporate Overview and Scrutiny Panel will continue to take the lead on corporate issues, which are included within the Plan under the "Council trusted to deliver" objective.
- 2.11 Where a Panel decides to look at an issue in more depth, officers will provide further data and support for their review. These reviews will delve into the data, explore performance challenges and make recommendations for improvements.
- 2.12 The new performance management arrangements will help to ensure that Scrutiny's work programme is informed by evidence and focused on improving the council's performance. The work programme of all Scrutiny Panels will be Member-led and guided by data. This is part of the wider development of the Scrutiny function to increase value and impact.

Q2 Data & Performance Report

- 2.13 Appendix A sets out the Q2 Data & Performance Report. The report provides insights into progress in the period July – September 2021 against the priorities set out in the Interim Council Strategy. It details the council's ongoing response to and recovery from the COVID-19 pandemic, and also provides key updates in relation to major workstreams, such as the Transformation Strategy, Environment and Climate Strategy, alongside corporate developments relating to Council Governance, the People Strategy and Medium-Term Financial Strategy.

- 2.14 Throughout the period there has been considerable activity in relation to the council's Recovery Strategy, with a series of campaigns launched to provide reassurance to visitors returning to visit our local towns, and to promote the borough as a destination to residents and domestic tourists. Q2 saw the return of some large-scale events to the borough, including Royal Ascot as a government test event and the Royal Windsor Horse Show. A programme of business support training is in development for roll-out in Q3.
- 2.15 The council has otherwise made good progress throughout the period in the delivery of other priorities under the Interim Council Strategy, despite the ongoing challenges of the pandemic. Key highlights include the council securing a further £165k of grant funding from the Low Carbon Skills fund that will enable Heat Decarbonisation Plans to be developed across the majority of the council's built estate. We have also been engaging key stakeholders on our draft Biodiversity Action Plan and launching the "Big Conversation" on walking and cycling infrastructure in the borough. In September, Cabinet approved the formation of the RBWM Climate Partnership to bring together public, private and community organisations to shape and deliver our Environment & Climate Strategy. A communication campaign was launched in preparation for the switch to fortnightly waste collections from October, a change which supports the aims of the Environment and Climate Strategy by placing greater emphasis on recycling household waste.
- 2.16 Considerable work has also been undertaken in the period in relation to testing the council's governance environment against the Centre for Governance and Scrutiny's new Risk and Resilience Framework, which builds on the CIPFA's "Delivering Good Governance". Key areas of work have been identified and incorporated into the plan for the current year Annual Governance Statement. An evaluation of meeting arrangements was also undertaken, with a hybrid model of physical and virtual meeting arrangements agreed by Full Council in September for the remainder of the municipal year. The new arrangements ensure the council's legal requirement to hold decision-making meetings in person are met, but acknowledges the key benefits of virtual meetings as experienced throughout the pandemic – including greater transparency and increased public engagement – by retaining the option to continue non-decision-making meetings in a virtual format.
- 2.17 Q2 also saw the launch of a public consultation to invite feedback in relation to the draft Corporate Plan framework. This feedback helped shape the final Plan which went before the Corporate Overview and Scrutiny Panel in October 2021 as part of a formal "challenge session", before going to Full Council in November 2021 where it was approved for adoption.
- 2.18 It is acknowledged that this reporting period has also seen the formal end of the Clinically Extremely Vulnerable (CEV) Programme (sometimes known as Shielding) by central government. For 18 months the Royal Borough delivered, at peak, support to 8,000 residents, by 143 staff, via 80 community organisations and using a network of over 1,000 volunteers. COVID-19 data leads now continue to work with other services to ensure that sensitive data held to support the CEV Programme is now sensitively cleansed or deleted, in line with agreements with relevant central government departments. RBWM has reviewed its Outbreak Control Plan to ensure its continuing relevance, and

updates on progress will be presented to the Local Outbreak Engagement Board. The council continues to support local contact tracing.

- 2.19 The impact of COVID-19 continues to be felt in a number of areas of the council's operations, and this has been reflected in the council's performance indicators. For example, collection rates for Non Domestic Rates (NDR) is currently showing as behind target and outside tolerance. However, the measures are significantly affected by a number of national relief schemes that were announced in March 2021 after measures had been agreed that in some cases required businesses to be rebilled part way through the financial year to comply with national requirements. This means comparative performance to prior years and the anticipated profile of business rate collection will be different this year. For some businesses, this will have meant that they had not had to make any payments towards business rates since April 2020 but will be expected to now make payments from 1 July, albeit at a lower rate than pre-pandemic. They are now expected to make payments whilst still recovering from the impacts of lockdown restrictions. The Revenues team will assist wherever possible with individual businesses around payment arrangements but our focus still needs to be balanced with securing funds due, particularly given we don't retain a significant proportion of the funds ourselves. Available benchmarking data shows that the non-domestic collection rates for Windsor and Maidenhead are higher than England and Unitary authorities for the last two years 2019/20 and 2020/21.

Table 4: Summary KPI Q2 2021-22

	Green (Succeeding or achieved)	Amber (Near target)	Red (Needs improvement)
Percentage of Council Tax collected		X	
Percentage of non-domestic rates (Business Rates) collected			X
Percentage of calls answered within 2 minutes	X		
Percentage of calls abandoned after 5 secs		X	
No. visits (physical and virtual) to libraries	X		
Average days to process new claims (Housing Benefits)	X		
Average days to process changes in circumstances (Housing Benefits)	X		
Percentage online forms submitted by (customer/residents)	X		
Percentage voluntary turnover (YTD)	X		
TOTAL (9)	6	2	1

Transitional arrangements for performance reporting for the period (23 November 2021 – 31 March 2022)

- 2.20 Whilst work to develop Service Delivery Plans and a new PMF is underway, it is acknowledged that continuing visibility of performance is essential in the interests of good governance and transparency. Q3 marks the Council's formal transition from agreed strategic priorities set out in the Interim Council Strategy to those set out in the new Corporate Plan and the new PMF will not be in place until 1 April 2022. A single "Interim Q3 Data & Performance Report" will be prepared for circulation to all Overview and Scrutiny Panels. The format of this Interim Q3 Report will be developed by Officers. An Annual Report will be produced to reflect on 2021/22 as a whole.

3. KEY IMPLICATIONS

- 3.1 The key implications of this report are set out in table 5.

Table 5: Key Implications

Outcome	Unmet	Met	Exceeded	Significantly Exceeded	Date of delivery
The council is on target to deliver its priorities	< 100% priorities on target	100% priorities on target			From 31 March 2022
The council uses performance and management information effectively to identify and resolve issues.	PMF not utilised effectively.	PMF used by services, leadership and Members to identify and resolve issues.			From 31 March 2022

4. FINANCIAL DETAILS / VALUE FOR MONEY

- 4.1 There are no direct financial implications arising from the recommendations.

5. LEGAL IMPLICATIONS

- 5.1 There are no legal implications arising from the recommendations.

6. RISK MANAGEMENT

- 6.1 The risks and their control are set out in table 6.

Table 6: Impact of risk and mitigation

Risk	Level of uncontrolled risk	Controls	Level of controlled risk

Poor performance management practices resulting in lack of progress towards the council's agreed strategic priorities and objectives.	HIGH	Robust performance management within services to embed a performance management culture and effective and timely reporting. Enhanced ability of Members to scrutinise performance issues through the new performance framework arrangements, leading to more effective challenge and greater impact.	LOW
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7. POTENTIAL IMPACTS

- 7.1 There are no Equality Impact Assessments or Data Protection Impact Assessments required for this report. There are no climate change or data protection impacts as a result of this report.

8. CONSULTATION

- 8.1 Ahead of approval by Cabinet on 16 December 2021, the proposals in relation to the new and interim performance reporting arrangements were discussed with Directors, Statutory Officers, the Corporate Leadership Team, the Cabinet Member for Corporate & Resident Services, Culture & Heritage and Windsor, the Leader of the Council and the Chairs of each Overview and Scrutiny Panel.

9. TIMETABLE FOR IMPLEMENTATION

- 9.1 The full implementation stages are set out in table 7.

Table 7: Implementation timetable

Date	Details
January – March 2022	New Service Delivery Plans and PMF developed by Services, in close collaboration with the Strategy, Policy and Performance team. Q3 Interim Data & Performance Report delivered to all Overview and Scrutiny Panels.
April 2022	All Service Plans agreed and uploaded into InPhase. Formal start of new performance management arrangements. Target start date for Citizens Portal to go-live.

10. APPENDICES

10.1 This report is supported by one appendix:

- Appendix A: Corporate Overview and Scrutiny Panel Q2 Data & Performance Report.

11. BACKGROUND DOCUMENTS

11.1 This report is supported by two background documents:

- [Corporate Plan 2021-26](#)
- [Cabinet Proposals for future performance reporting arrangements](#)

12. CONSULTATION

Name of consultee	Post held	Date sent	Date returned
<i>Mandatory: Statutory Officers (or deputy)</i>			
Adele Taylor	Executive Director of Resources/S151 Officer	06.01.22	17.01.22
Emma Duncan	Deputy Director of Law and Strategy / Monitoring Officer	06.01.22	06.01.22
<i>Other consultees:</i>			
<i>Directors (where relevant)</i>			
Duncan Sharkey	Chief Executive	06.01.22	10.01.22
Hilary Hall	Executive Director of Adults, Health and Housing	06.01.22	17.01.22
<i>Heads of Service (where relevant)</i>			
Nikki Craig	Head of HR, Corporate Projects and IT	06.01.22	18.01.22
Daniel Brookman	Head of Transformation	06.01.22	17.01.22
Louise Freeth	Head of Revenue, Benefits, Library and Resident Services	06.01.22	17.01.22
<i>External (where relevant)</i>			
N/A			

REPORT HISTORY

Decision type:	Urgency item?	To follow item?
Non-key decision	No	No

Report Author: Rachel Kinniburgh, Service Lead – Strategic Policy, Performance and Insights

Corporate Overview and Scrutiny Panel
Q2 2021-22 Data and Performance Report
July - September 2021

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1. Executive Summary

- 1.1 This report provides insights into progress against the priorities set out in the Interim Council Strategy in the period April – September 2021. The Interim Council Strategy 2020/21 was approved by Cabinet on 30 July 2020 in recognition of the significantly changed operating context that resulted from the global pandemic. The priorities are:
- **Covid-19 objectives:** focusing on the immediate response, long-term recovery, and new service requirements.
 - **Interim Focus Objectives 2020-21:** focusing on revised service operating plans, development of the Transformation Strategy, Climate Strategy, Governance, and People Plan.
 - **Revised Medium Term Financial Strategy:** focusing on the impact of Covid-19, economic downturn, and government policy.
- 1.3 This report is structured to provide insight into the delivery of the Interim Strategy's priorities (section 2). Performance of measures previously reported to the Corporate OSP are also included on the basis that these measures provide some insights into service delivery. These measures are grouped in this report by the lead service.
- 1.4 The council has recently agreed a new Corporate Plan 2021-26 to articulate the council's priorities and strategic direction for the next 5-year period. A new performance management framework is now being developed to report against the Corporate Plan.

2. Interim Council Strategy: Delivery of priorities

2.1 This section provides a brief overview of key activities and milestones achieved by the council in 2021/22 to date.

PRIORITY:	COVID-19 OBJECTIVES
Item	Achievements and key milestones
Response (immediate)	<p>Community response and Clinically Extremely Vulnerable (CEV) Residents: Local Authority COVID-19 Data Leads have now been asked by the Department for Levelling Up, Housing and Communities, NHS Digital and DHSC to formally conclude operations under the Clinically Extremely Vulnerable (CEV) programme (sometimes known as Shielding) although they still need to be careful.</p> <p>For 18 months the Royal Borough delivered, at peak, support to 8,000 residents, by 143 staff, via 80 community organisations and using a network of over 1,000 volunteers. The Amazon Connect telephony system was delivered at pace to support this and continues to provide services in Adult Social Care and for thousands of ongoing Test and Trace contacts. The Lyon 2.0 community management system was built, tested and deployed in response to this. Further work to the platform is now a key component of corporate transformation given its pandemic success and utility.</p> <p>COVID-19 data leads continue to work with other services to ensure that this sensitive data is now sensitively cleansed or deleted, in line with agreements with the departments outlined above. Continued use of some of this data (as appropriate) may be used in future Health and Social Care prevention work. Learnings in this area continue to support the development of a Data Strategy, in line with future corporate aspirations.</p>
Response (immediate)	<p>Outbreak Control Plan and Local Outbreak Engagement Board: The Outbreak Control Plan Summary was published on the RBWM website on 30 June 2020 in line with national instruction from the Department of Health and Social Care. It has more recently been updated in December 2021. The plan was produced in collaboration with the NHS and Local Authority to guide our response to the ongoing Covid-19 pandemic, to put in place measures to identify and contain outbreaks and to protect the public's health.</p> <p>The Local Outbreak Engagement Board is a subgroup of the Health and Wellbeing Board, established to provide public-facing engagement and communication in relation to Covid-19. The Board meets monthly in public. On 6 October 2021 the Government published an updated Contain Framework: COVID-19 contain framework: a guide for local decision-makers. In this document the Government highlights that "the country is learning to live with COVID-19, and the main line of defence is now vaccination rather than lockdown". In light of this publication, we are revisiting our Outbreak Control Plan to update it and ensure it remains relevant. Updates on the progress of this work will be presented to the Local Outbreak Engagement Board.</p>
Response (immediate)	<p>Community Influencers and Community Information Champions: In October 2020 a new "community influencers" group was established with representatives from various RBWM departments, including Achieving for</p>

	<p>Children, Libraries and Environmental Health. The group's aim is to communicate key Covid-19 messages to the wider community, whilst targeting messaging to specific demographic groups based on analysis of key datasets. The group launched its "Community Information Champion" scheme in November 2020, through which members of the community can volunteer themselves to receive regular information from the council regarding Covid-19 and then share this information with their family, friends, and other contacts. This approach ensures greater transmission of key Covid-19 messages across the community where other council communication methods may not have reached. Champions can also feedback to the council any questions or requests for clarity from the community. This two-way relationship helps the council to refine its Covid-19 messages and to also dispel any myths that may be circulating regarding the virus. To date, a network of over 150 Champions has been established. Anyone interested to join the network is encouraged to get in touch via volunteer@rbwm.gov.uk.</p> <p>A new Covid Engagement Officer was recruited, jointly funded by Public Health and the council, to support a wide range of COVID related engagement activities. There has also been the opportunity to vaccinate residents within their localities, with vaccinations being offered on the mobile testing unit.</p> <p>Engagement with communities to mitigate the rise in infections and cases remains a key priority for the council and its partners.</p>
Recovery (long-term)	<p>The RBWM Recovery Strategy sets out the council's approach to supporting residents and businesses, empowering communities to thrive and building lasting partnerships with businesses.</p> <p>During Q1 2021-22 activity was focussed on supporting businesses and residents through the government roadmap to reopening which continued through Q2. The campaign "Don't Let Your Guard Down" was launched to provide reassurance to visitors returning to visit our local towns and the messaging was continued in Q2. Social media channels were used to promote the borough as a destination to residents and domestic tourists. Businesses were offered promotional opportunities through My Royal Borough, Make Maidenhead and Visit Windsor with "shop local" campaigns being run across all channels. Innovative "Tech For Good" tools were used in the form of "Hello Lamp Post", which lets people talk to street objects and share their thoughts on the high streets and what they want to see in their town centres. All comments are then considered as part of the local recovery plan. This initiative has been rolled out in Windsor with over 4,500 responses to date and there are plans to introduce it in Maidenhead in Q3 to help raise awareness of the regeneration of the town centre and what is happening across the different sites.</p> <p>Q2 saw the return of some large-scale events to the borough including Royal Ascot as a government test event and the Royal Windsor Horse Show.</p> <p>RBWM have been working in partnership with the DWP and other partners to launch a Youth Employment Hub in Maidenhead library which will provide targeted support to young people aged 18-24 in receipt of</p>

	<p>Universal Credit. Further work is being done to work with employers, education providers and other partners to ensure those looking for employment have the right skills to match the current vacancies. The tourism and hospitality sector are currently finding recruitment particularly difficult.</p> <p>The team is currently developing a Christmas campaign for the borough which will include a programme of events and marketing to attract visitors to our town and villages. A programme of business support training is also being developed which will be rolled out in Q3.</p>
Recovery (long-term)	<p>Local Contact Tracing Service: The council set up a local contact tracing service which started operating in November 2020 to complement the national NHS Test and Trace service. Operating 7 days a week, the service reaches out to residents who have tested positive for Covid-19 but who have not been successfully contacted by the national NHS Test and Trace system. The service introduced a text messaging service in June 2021.</p> <p>RBWM switched to “Local 0” at the end of June 2021. The “Local 0” resulted in RBWM residents that have tested and recorded positive being contacted by a local tracer rather than a tracer working nationally. The purpose of this shift is to:</p> <ul style="list-style-type: none"> • reduce the time before the resident is contacted, and hence further potential cases identified. • allow for a better understanding of types of cases in our borough. • provide a more efficient and proactive approach to identifying trends and taking appropriate action <p>The opening hours were extended from 10am – 4pm to 9am – 5pm, 7 days a week to support the increased volumes of tracing calls being handled by the RBWM tracing service. This adoption of the Local 0 option reflects the national ambition to have more calls ‘handled’ locally to increase the overall effectiveness of contact tracing. This change dramatically increased the number of cases RBWM handled and a recruitment drive was put in place in order to support the extended service and increased level of capacity necessary. In broad terms the switch to Local 0 resulted in a doubling of the numbers of calls being undertaken by the RBWM tracing team. This increased volume was further extended when the schools returned and a revised arrangement with the national service was implemented whereby half of the borough was reverted to the national service whilst the other half remained with the Local 0 arrangements. This set up is being actively reviewed in Q3, although the steady increase in overall rates in October suggest the current half way alternative may need to remain in place, further details will be provided in Q3 reports. The overall volumes of local contact tracing cases in Q2 completed by the team was 2,593 cases/4,954 calls (in Q1 the volume was 301 cases/526 calls). This significant increase in volumes is due to the Local 0 approach.</p>
Recovery (long-term)	<p>Lateral Flow Device Tests: In February 2021 rapid Covid-19 test centres were opened in RBWM at Braywick Leisure Centre and Windsor Leisure Centre, offering Lateral Flow Device Tests (LFDTs) with 30-minutes</p>

	<p>waiting time for results. These test-sites were initially aimed at people working in public-facing roles who do not have Covid-19 symptoms and were not able to work from home. The purpose of the tests was to identify asymptomatic carriers of the virus. This limited service was extended in April 2021 so that anyone was able to access the LFDT at the centres, or to pick up a home-testing kit or get a rapid Covid-19 test at Braywick or Windsor Leisure Centre as lockdown restrictions were eased. In addition to the leisure centre test-sites, a mobile testing offer was started at Ascot Racecourse and deployed at a number of other locations to seek to encourage more people to take regular tests.</p> <p>As the availability of test-kits was extended to other options, including the Pharmacy collect and the online home delivery service, the operating hours were adjusted at both leisure centres to reflect ongoing demand. This saw the Lateral Flow Test (LFT) sites reduced to 2 booths at each site and moved to revised delivery areas to allow the leisure centres to reuse the original spaces for leisure income generating activities. The revised operation, implemented in Q1 May 2021, was still able to deliver the service to meet the ongoing demands.</p> <p>The mobile unit visited a number of outlying locations to seek to increase overall testing and offered assisted testing as well as distributing Community Collect kits. The mobile unit was also used to support “pop up” vaccination opportunities at locations being agreed with the NHS.</p> <p>During Q2, 2,938 LFTs were completed (Q1: 6,329); these were carried out at Windsor Leisure Centre, Braywick Leisure Centre and via the mobile unit. 3,262 Community Collect kits have been distributed (Q1: 5,823) via 9 channels including the mobile unit, Windsor Information Centre, and the 5 leisure centre reception areas.</p>
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PRIORITY:	INTERIM FOCUS OBJECTIVES 2020-21
Item	Achievements and key milestones
Revised Service Operating Plans	As part of the organisational recovery strategy, services have made changes to existing operating models where necessary to continue to deliver services with customers being at the centre of it. One example has been the Library Transformation Strategy . This strategy is the outcome of the public library consultation and focuses on facilitating and coordinating, via community groups and other partners, a range of services for everyday life to meet community needs. One such example is the select and deliver service supported by volunteers to ensure all residents are able to access library services regardless of mobility, disability or distance from a static library or any other barrier.
Transformation Strategy	The Transformation Strategy 2020-2025 was unanimously approved by the Cabinet Transformation Sub-Committee on 22 September 2020. The strategy's development responds to key challenges surrounding the council's financial position and builds upon the strong foundations of innovation and community-empowerment that quickly developed in response to the Covid-19 pandemic. The Strategy aims to deliver radical changes to the way in which the council operates and identifies 6 key areas for transformation (culture, environment, prevention, digital, process redesign and finance).

	<p>Action plans by which to deliver the Strategy are at sign-off stage with quarterly Cabinet Transformation Sub-Committee meetings being added to the corporate diary. Whilst Covid-19 has impacted progress, a number of projects have been implemented, proving that design and innovation can be done quickly and in an agile fashion. Asset Based Community Development methods have been used to deliver the Embedding Community Response (ECR) project in Clewer and Dedworth. This project has created a blueprint for the council to work with communities to co-produce and co-design ways of delivering community projects.</p> <p>In April 2021, the next phase of 'Embedding Community Response', was launched in Maidenhead, with the creation of five subgroups working directly with communities and partners.</p> <p>The RBWM Together Engagement site has launched and this will be used as an integrated tool for community engagement and empowerment.</p> <p>The ECR pilot in Clewer and Dedworth will start to establish a partnership with libraries to extend the concept across the rest of Windsor. The Maidenhead project has started to develop partnerships to address some of the health inequalities affecting disadvantaged communities.</p> <p>A successful bid to the NHS Charities fund has given us the opportunity to innovate a joined-up health, social care, and community initiative called 'Wellbeing Circles'. The programme refers individuals in need, for wrap-around support led by the community (Maidenhead Magpies) but backed up by the council and NHS in a unified approach. Whilst needs differ across the individuals, the support being offered is similar. Supporting the vision of enabling people to remain independent for longer, this project will also test some of the technology enabled care systems available on the market to embed digital solutions as part of the personalised care.</p> <p>The Wellbeing Circles has successfully been extended with additional funding to continue this beyond the pilot project.</p> <p>Successful engagement with the BAME groups has enabled us to create a series of Health and Wellbeing workshops at the Friday prayers with the Mosque. This is a real breakthrough for RBWM as we have not only included our mobile test unit as a partner, going forward Social Prescribing and Public Health will be joining us. A joint bid will be put forward to Berks Get Active together with the Mosque and The Maidenhead Rowing club. Engagement with the Mosque will also enable us to work with the BAME Carers support groups at the Mosque. We will be extending these engagement sessions with the South Indian community going forward. Monthly radio campaigns with Asian Star have been established to engage key communities across RBWM.</p> <p>The new digital platform EngagementHQ platform has been launched successfully and over 70 projects are now being developed across council services. This will improve engagement with surveys, consultations, service design and development, both externally and internally with staff. Work to structure and formalise the RBWMTTogether page is ongoing, as the platform continues to expand to new areas.</p>
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	<p>Development of the Lyon 2.0 community engagement platform continues, having been used by over 100 staff to support 8,000 vulnerable individuals in the community during the pandemic. Further funding bids have been written and interviewed for (awaiting result), to be able to develop this platform for further corporate uses. In conjunction with Health and Voluntary and Community Sector partners, the platform is being developed following its success during the pandemic to aid transformation towards a prevention model in key service areas.</p> <p>Continued research and analysis into the corporate use of data continues, as the Borough aspires to producing its first Corporate Data Strategy. A proof of concept delivered by Amazon AWS has now been agreed in principle, to demonstrate the data potential that RBWM currently holds. As this is a new type of project for the Royal Borough, it cuts across traditional service boundaries, with quicker, more agile working relationships being developed to deliver this to maximum effect.</p>
Environment and Climate Strategy	<p>The Council has made good progress against the action plan. Key achievements have included securing a further £165k of grant funding from the Low Carbon Skills fund that will enable Heat Decarbonisation Plans to be developed across the majority of the Council's built estate including 19 schools, 10 libraries, the Town Hall and the Guildhall.</p> <p>We have also been engaging key stakeholders on our draft Biodiversity Action Plan and launching the "Big Conversation" on walking and cycling infrastructure in the borough.</p> <p>Cabinet approved the formation of the RBWM Climate Partnership in September which will bring together public, private and community organisations to shape and deliver our Environment and Climate Strategy for the borough.</p> <p>A communication campaign was launched in preparation for the switch to fortnightly waste collections from October, a change which supports the aims of the Environment and Climate Strategy by placing greater emphasis on recycling household waste.</p>
Governance	<p>A new full-time Monitoring Officer and Deputy Director of Law and Strategy joined the Council in February 2021 to lead a new Governance, Law and Strategy Directorate and to bolster the council's governance capability.</p> <p>The focus of the Directorate since February 2021 has been to develop robust processes and systems to enhance decision-making and performance and to develop a culture to support this.</p> <p>Key areas of focus in Q1 and Q2 have been as follows:</p> <p>Identifying and responding to key governance issues: The Statutory Officers Group consisting of the Head of Paid Service, S151 Officer, Monitoring Officer and deputies oversee the governance framework and meet regularly to discuss issues of concern and monitor the progress and actions contained in the Annual Governance Action Plan.</p> <p>In Q1 the Council's governance environment has been tested against the Centre for Governance and Scrutiny's new Risk and Resilience Framework, which builds on the CIPFA's "Delivering Good Governance".</p>

	<p>Key areas of work have been identified and incorporated into the plan for the current year Annual Governance Statement (AGS).</p> <p>The AGS itself has been revised to reflect best practice, and an Action Plan identifying key governance themes is in place. The items identified for action are being progressed and monitored through the Statutory Governance Officer Group and will be reviewed quarterly by the Audit and Governance Committee.</p> <p>Member Code of Conduct: A new Code of Conduct has been adopted and Members trained. Training has also been provided to Parish Councils. Members have also been given training on social media usage.</p> <p>Corporate Plan: The Corporate Plan is a key document in terms of delivering outcomes for our residents and communities and measuring performance. The development of the plan is following an evidence-based approach and has been through public consultation. The draft plan was considered by the Corporate Overview and Scrutiny Panel in October in a “challenge session” and was approved by Cabinet for referral to Full Council in November.</p> <p>Communications and engagement: Consultation best practice guidance has been developed and circulated and builds on a more rigorous process that has been introduced on Equality Impact Assessments (EQIAs). A new Communication Protocol and Engagement Strategy is in the process of being developed. An e-newsletter is being produced for Parishes to foster closer working and better outcomes for residents. A Communication Team Protocol has been developed and will be considered by the Constitution Working Group at their next meeting in October.</p> <p>Constitution: The Constitution has been reviewed and updated during the year. There is a greater focus on using the rules of debate to support effective decision-making. The Constitution Working Party is due to meet to consider proposed changes to the Constitution.</p> <p>Following the CIPFA financial governance reviews, detailed action plans were developed in relation to finance and pension fund governance and these have continued to be monitored and reviewed throughout the year. All actions for the finance governance review have been started and almost all actions completed in year. For the pensions action plan, these are reported to the Pensions Fund Committee and over half have already been completed and the rest are expected to be completed to the timelines agreed.</p> <p>Council meeting arrangements: An evaluation of meeting arrangements was also undertaken, with a hybrid model of physical and virtual meeting arrangements agreed by Full Council in September for the remainder of the municipal year. The new arrangements ensure the council’s legal requirement to hold decision-making meetings in person are met, but acknowledges the key benefits afforded by virtual meetings as experienced throughout the pandemic – including greater transparency and increased public engagement – by retaining the option to continue non-decision-making meetings in a virtual format.</p>
People Plan	<p>The council’s appraisal process was relaunched in June 2021. Now called “Connect”, forms have been updated that support the scoring of</p>

	<p>objectives as well as the review of how work is undertaken in line with our values of:</p> <ul style="list-style-type: none"> • Invest in strong foundations • Empowered to improve • One team and vision • Respect and openness. <p>The new format has been used by the Chief Executive and Directors in their recent end of year reviews and across all levels in the organisation. The next stage will be to move the process online and into the HR Information System “iTrent”.</p> <p>The updated People Strategy and People Activity Plan have now been finalised following feedback from Corporate Leadership Team, Ambassador group and Equality, Diversity and Inclusion network and are due to be shared with all employees in October.</p>
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PRIORITY:	REVISED MEDIUM TERM FINANCIAL STRATEGY
Item	Achievements and key milestones
Revised Medium Term Financial Strategy	<p>The Medium-Term financial strategy was refreshed and approved during 2020/21 and was approved at Full Council on 23 February 2021 as part of setting the budget for 2021/22.</p> <p>At Cabinet in July, an update on the medium-term financial plan was considered that set the financial criteria necessary to commence the development of the 2022/23 budget, according to the agreed strategy.</p> <p>Any revisions to the strategy will be considered throughout the budget setting process for 2022/23.</p>

3. Service Performance Summary Report (YTD)

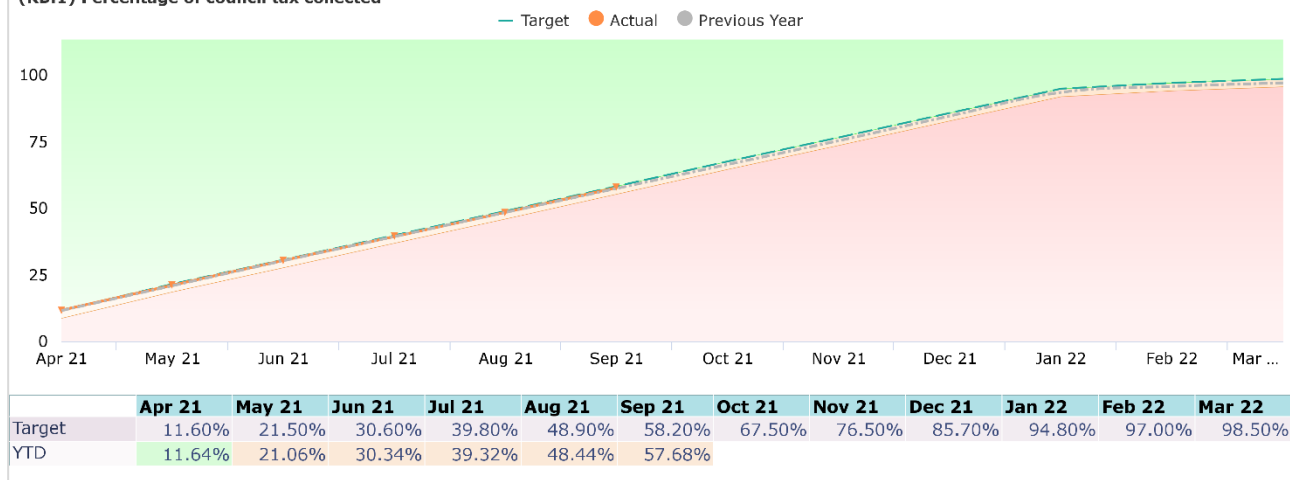
- 3.1 Performance of measures previously reported to the Corporate Overview and Scrutiny Panel are set out here on the basis that these measures provide some insights into service delivery (priority 2).

	Green (Succeeding or achieved)	Amber (Near target)	Red (Needs improvement)
Percentage of Council Tax collected		X	
Percentage of non-domestic rates (Business Rates) collected			X
Percentage of calls answered within 2 mins	X		
Percentage of calls abandoned after 5 secs		X	
No. visits (physical and virtual) to libraries	X		
Average days to process new claims (Housing Benefits)	X		
Average days to process changes in circumstances (Housing Benefits)	X		
Percentage online forms submitted by (customer/residents)	X		
Percentage voluntary turnover (YTD)	X		
TOTAL (9)	6	2	1

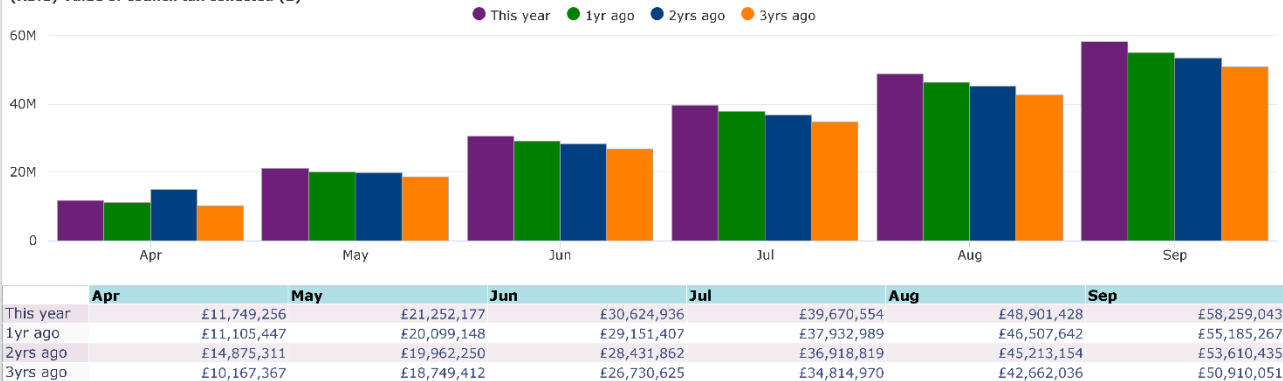
4. Revenue, Benefits, Library and Resident Services

4.1 Council Tax

(RB:1) Percentage of council tax collected



(RB:1) Value of council tax collected (£)



Benchmarking: (RB:1) Percentage of council tax collected



Source: <https://www.gov.uk/government/statistics/collection-rates-for-council-tax-and-non-domestic-rates-in-england-2020-to-2021>

Q2 Commentary

The year-end target for this measure is 98.50% profiled monthly. A red flag is raised if the year-end value is at/falls below 95.50%.

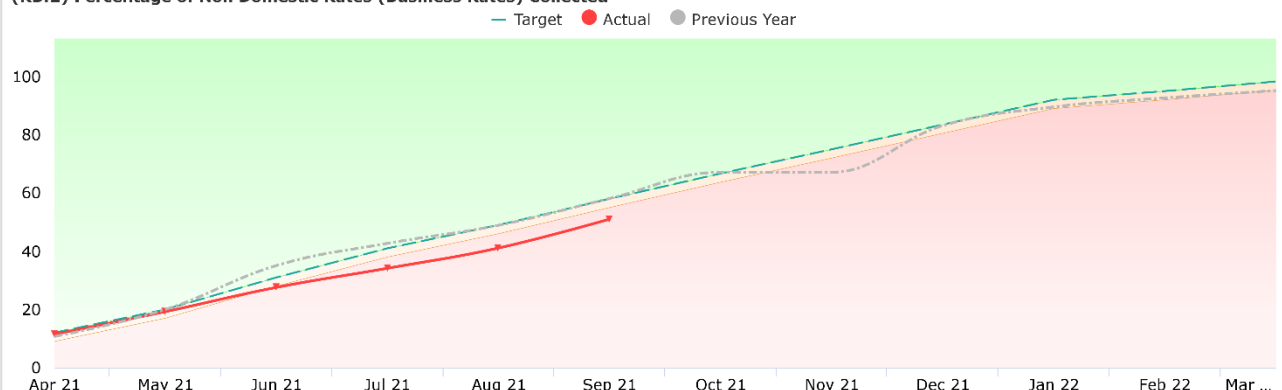
At the close of Q2 performance of this measure stands at 57.68%, below target (58.20%) by 0.62 and within tolerance for the measure, however higher than the collection rates for Q2

2020/21 (57.37%). The value of council tax collected by the close of September 2021 (£58,259,043) is the highest collection value in the last 3 years in cash terms, at £3.07m more than Q2 2020/21.

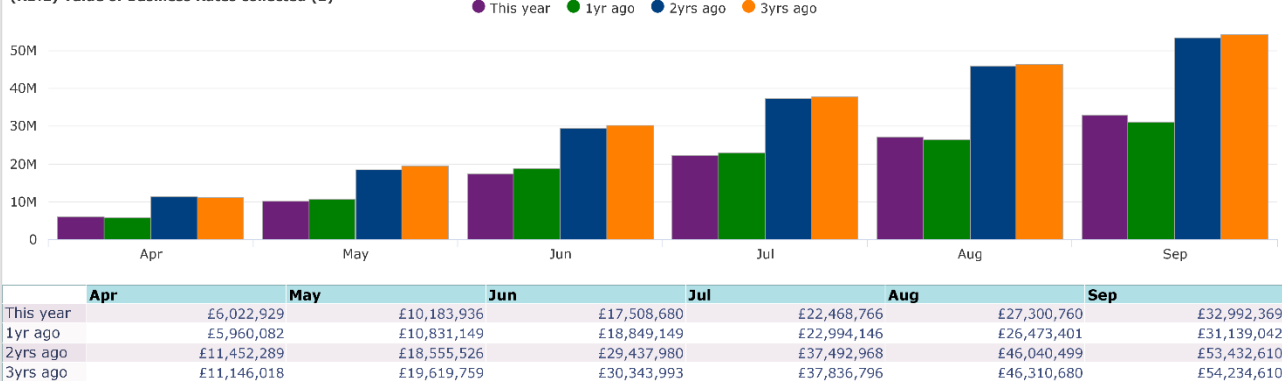
Available benchmarking data shows that the council tax collection rates for Windsor and Maidenhead have been more than England and Unitary authorities consistently for the last three years 2018/19, 2019/20 and 2020/21.

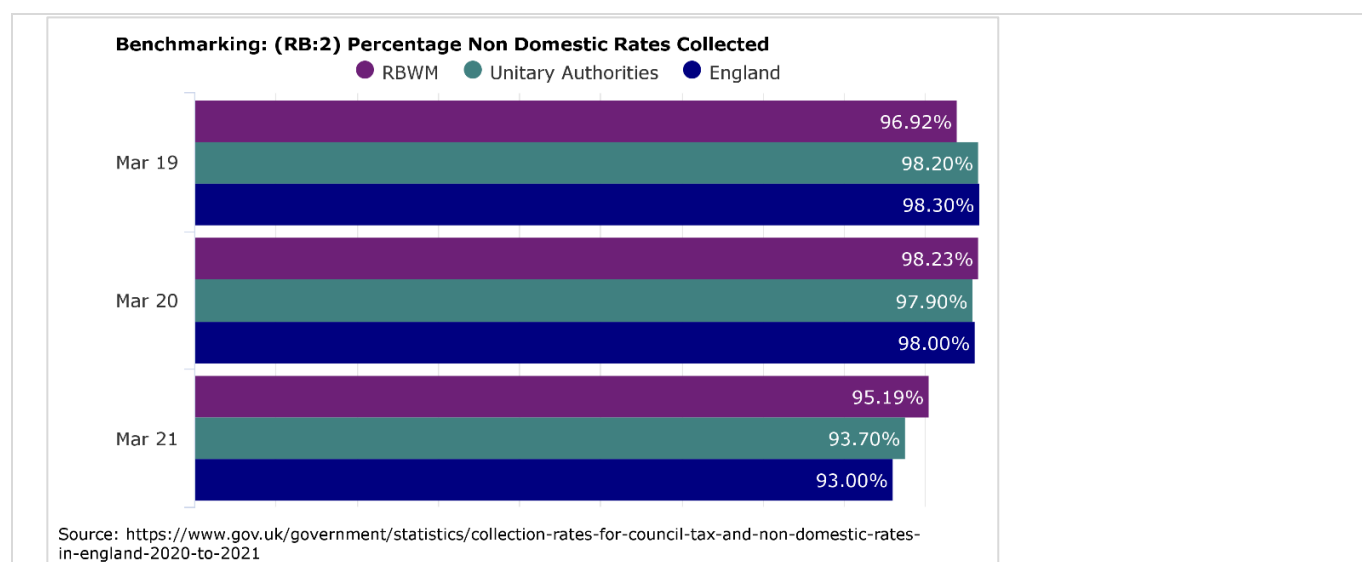
4.2 Business Rates

(RB:2) Percentage of Non Domestic Rates (Business Rates) Collected



(RB:2) Value of Business Rates collected (£)





Q2 Commentary

The year-end target for this measure is 98.30% profiled monthly. A red flag is raised if the year-end value is at/falls below 95.30%.

At the close of Q2 performance for this measure stands at 51.01% below the target (58.00%) by 6.99% outside the tolerance and less when compared to Q2 2020/21 (58.11%).

The net collectible debit (NCD) increased by £10.5m between May and June as a direct result of the announcement in the March budget that the Expanded Retail Relief and Nursery Relief would drop from 100% to 66%, with the introduction of cash caps affecting larger businesses, with effect from 1 July 21. Although the start date is after Q1, the change had to be actioned in Q1 in order to take effect from 1 July 21. This increase in the NCD obviously impacts on the calculation of the collection rate.

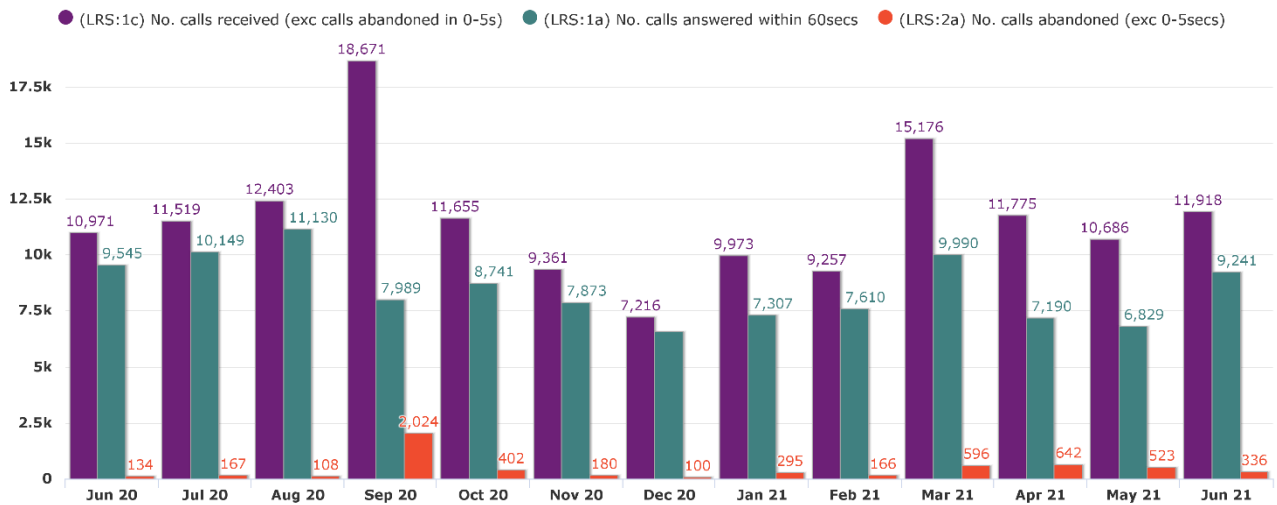
Due to the legal requirement to provide at least 14 days clear notice prior to any payment being requested by instalment, the majority of the affected businesses were not requested to make a payment until 1 August 21, the effects of this change have significantly impacted collection rate for Q2. Positively, the amount of non-domestic rate collected at the close of September 2021 (£ 32,992,369) is £1.85m more than the amount collected by September 2020 (£31,139,042)

It should also be borne in mind that these are businesses who have not been required to make any payments towards business rates since April 2020 and will now be expected to make payments while many are still recovering from the effects of the various lockdown restrictions. The Revenues team will assist as much as possible, e.g., if a business is in hardship and wishes to negotiate an alternative payment arrangement, but ultimately the focus will be on securing the funds due.

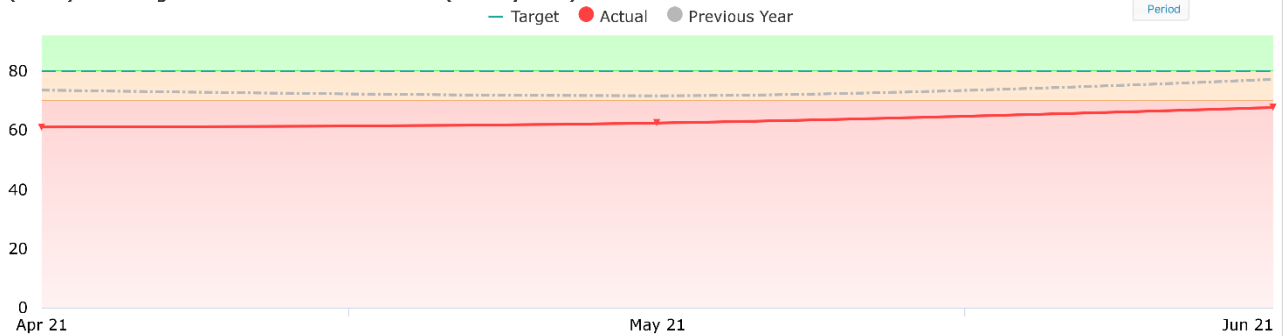
Available benchmarking data shows that the non-domestic collection rates for Windsor and Maidenhead are higher than England and Unitary authorities for the last two years 2019/20 and 2020/21.

4.3 Customer contact centre calls

Call Volumes: Monthly Trends (exc Optalis)

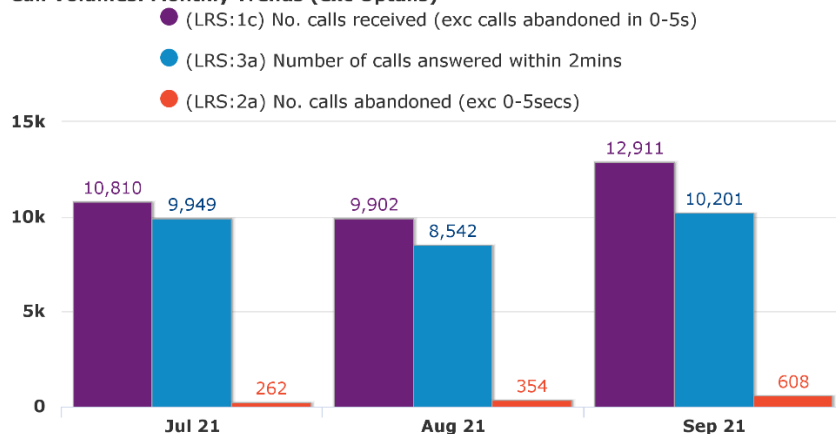


(LRS:1) Percentage calls answered within 60 secs (Monthly View)



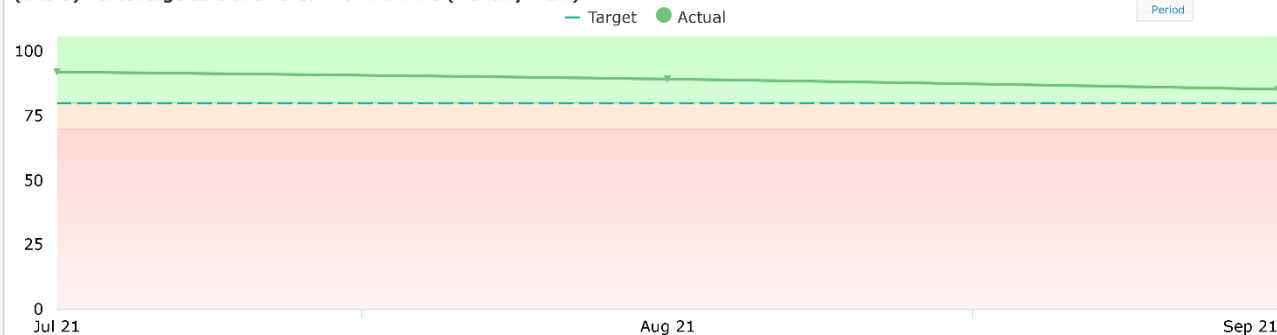
	Apr 21	May 21	Jun 21
Target	80.0%	80.0%	80.0%
Period	61.1%	63.9%	77.5%
YTD	61.1%	62.4%	67.7%

Call Volumes: Monthly Trends (exc Optalis)



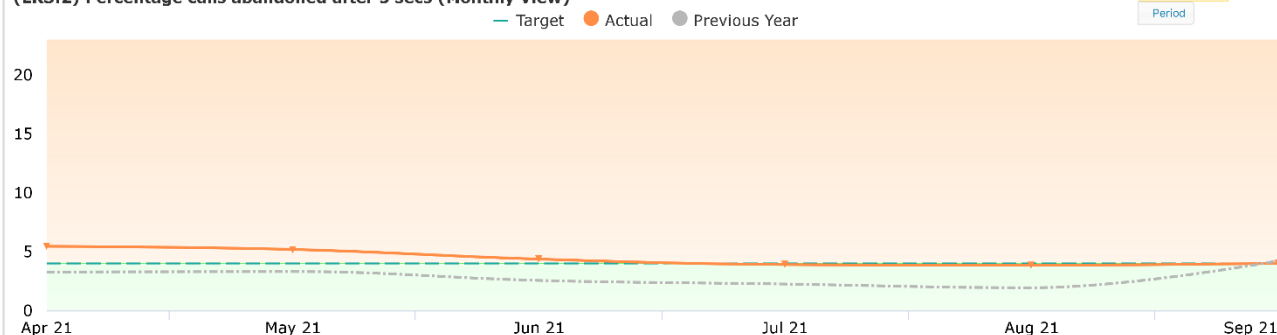
Corporate Overview & Scrutiny Panel: 2021/22 Q2 Data & Performance Report

(LRS:3) Percentage calls answered within 2 mins (Monthly View)



	Jul 21	Aug 21	Sep 21
Target	80.0%	80.0%	80.0%
Period	92.0%	86.3%	79.0%
YTD	92.0%	89.3%	85.3%

(LRS:2) Percentage calls abandoned after 5 secs (Monthly View)



	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21
Target	4.0%	4.0%	4.0%	4.0%	4.0%	4.0%
Period	5.5%	4.9%	2.8%	2.4%	3.6%	4.7%
YTD	5.5%	5.2%	4.4%	3.9%	3.8%	4.0%

Q2 Commentary

The monthly and year-end target for percentage calls answered within 60 seconds is 80%. A red flag is raised if percentage is at/falls below 70%. The monthly and year-end target for percentage calls abandoned (excluding calls abandoned within 0-5 seconds) is 4% and red flag is raised if percentage is at/exceeds 20%. The measure "percentage of calls within 60 seconds" puts the staff under pressure to resolve calls quickly rather than necessarily appropriately. In order to respond to customer queries effectively and to the best of their satisfaction, a new measure "percentage of calls answered within 2 minutes" (the next available time interval in the telephony system) has been introduced from July 2021. The monthly and year-end target for percentage calls answered within 2 minutes is 80%. A red flag is raised if percentage is at/falls below 70%. The previous measure percentage of calls answered within 60s is effective until the period of Q1.

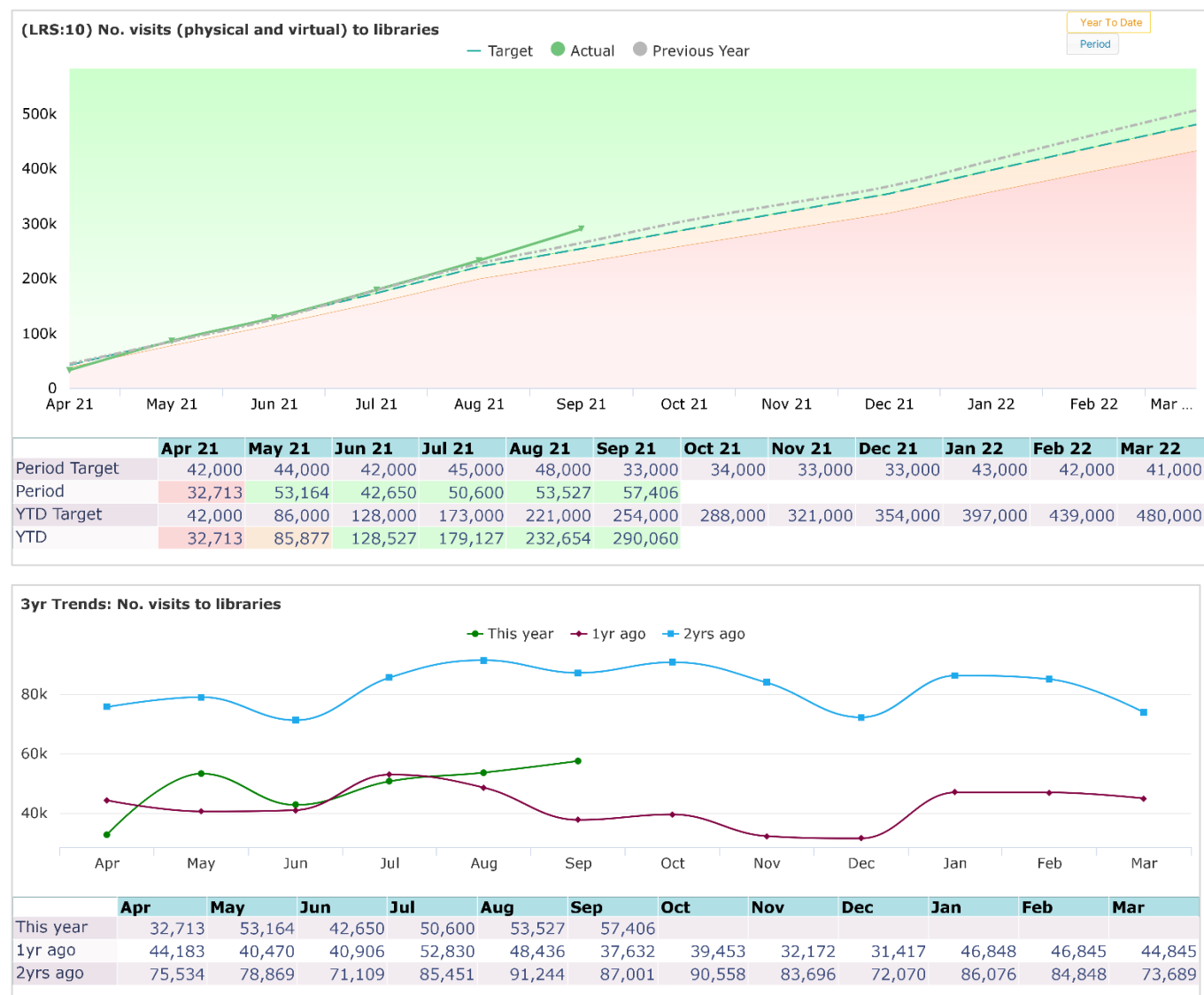
The total volume of calls to the contact centre up to the end of Q2 was 68,002, a reduction by 6.7% for the same period in 2020/21 (72,912 calls). At the close of Q1 2021/22 the service has answered 67.7% (23,260/34,379) calls within 60 seconds, below the 80% target. At the close of Q2, the service has answered 85.3% (28,692/33,623) calls within 2 mins, above the target of 80%. The percentage of calls abandoned after 5 seconds is 4.01% (2,770/68,002), marginally short of target (4%) but within tolerance for the measure.

As the lockdown restrictions eased, staff were very busy working to get the libraries open again for the public whilst also maintaining their digital offerings. The service also saw an increase in the volume of calls regarding council tax and benefits, elections and school admissions in Q1

when compared to the same period last year which has impacted the performance of metrics in the beginning of Q1. However, the service has steadily improved from the April position. The service also saw an increase in the call volumes regarding council tax, building control, parking and school transport in Q2 when compared to same period in 2020/21.

Since its introduction in March 2021 the new telephony system is embedding well and allows full integration of different contact methods – including webchat, email and social media – therefore streamlining the Call Centre and ensuring customers are dealt with in a uniform way regardless of whichever contact option they choose.

4.4 Library visits

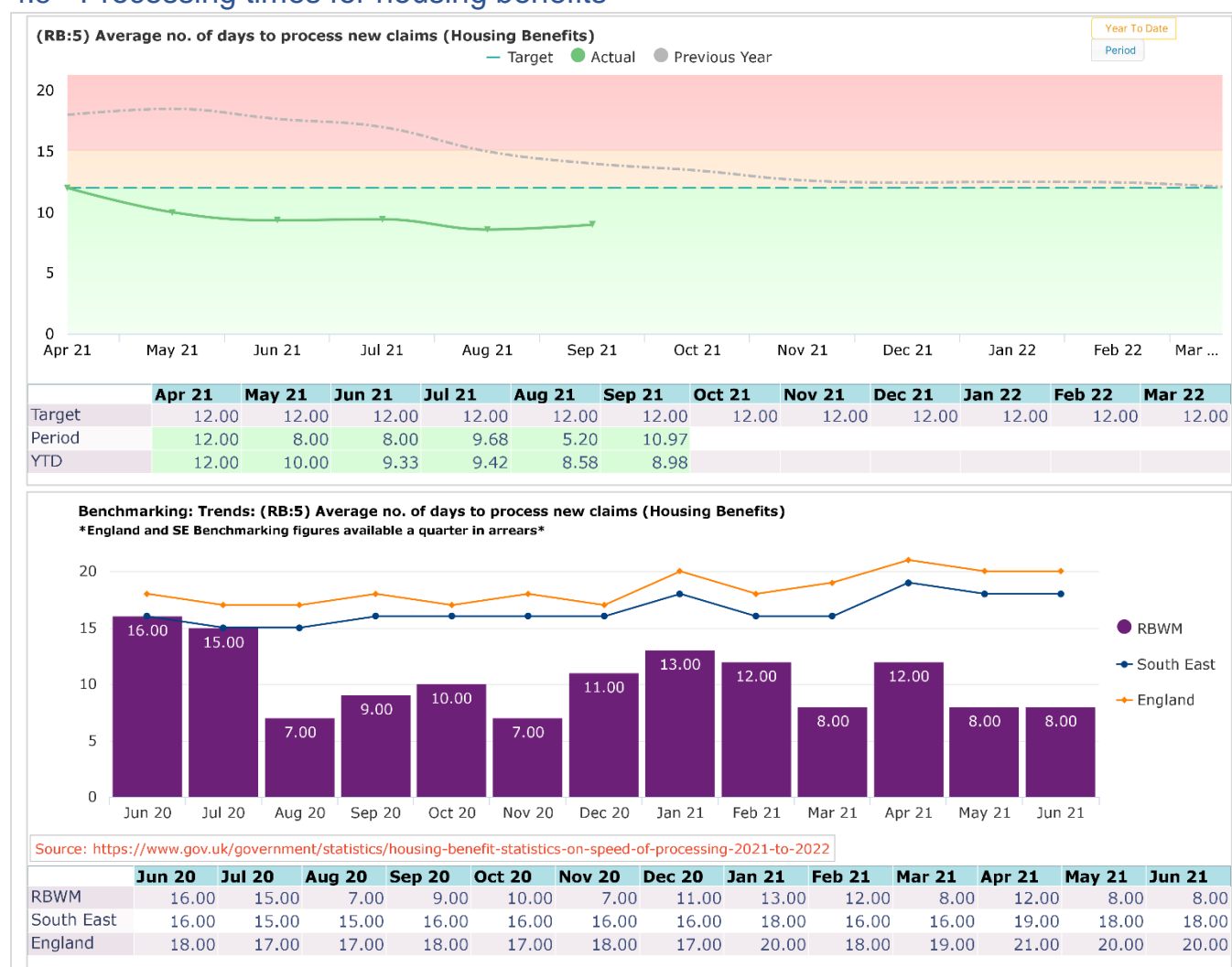


Q2 Commentary

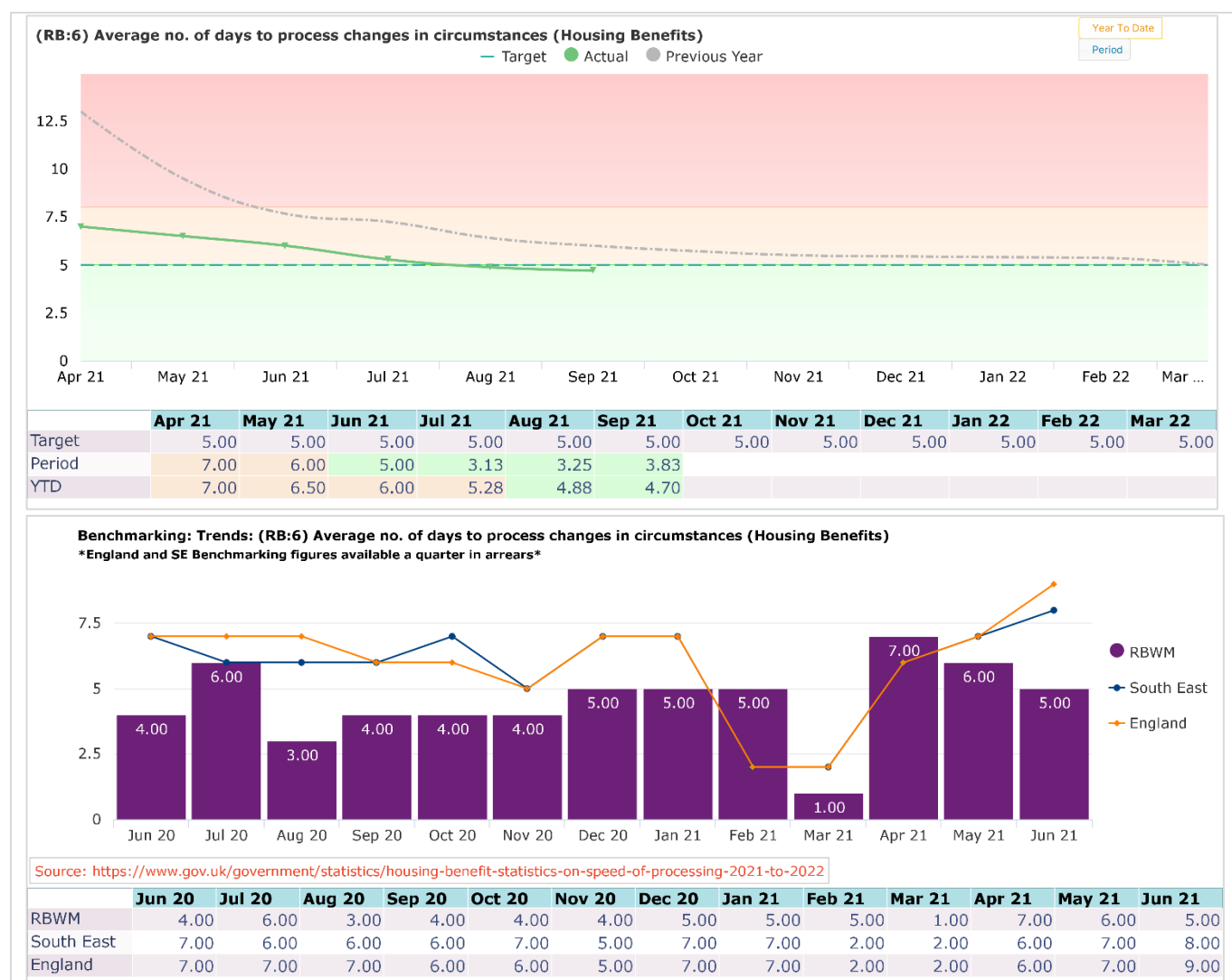
The year-end target for this measure is 480,000 and profiled monthly. A red flag is raised if volumes are at/fall below 10% of the target. The target is a 40% reduction on the 2020/21 target (800,000). Customer behaviours have changed during lockdown with many resorting to other forms of entertainment like online gaming or increased levels of watching TV and other online video services. It is acknowledged that these targets will help understand customer behaviours post-Covid and are a reasonable expectation to achieve as opposed to being definitive statement of success/failure.

At the close of Q2, the number of visits to libraries is 290,060, above target (254,000) by 36,060 and higher than Q2 2020/21(264,457) by 9.6% albeit in lower volumes compared to 2 years ago and pre-pandemic. Alongside the variety of digital offers like video-streaming service (Kanopy), online video tutorials (Niche Academy), academic journals and research papers (Access to Research), online university courses (Future Learn), free courses on basic IT skills (Learn my Way), and Encyclopaedia Britannica, the service has also introduced a free online resource - Complete Business Reference Advisor (COBRA) – for business start-ups and small firms. This provides a number of practical guides on how to get started in any industry sector. The Summer Reading challenge, plus a variety of activities for all age groups like Lego-building sessions, Animal craft, Storytime session, photography exhibition, were rolled out. This resulted in an increase in the number of visits in Q2. The “Knit and Natter” group was also re-introduced. The libraries will be staying open on revised operating timetables, agreed with parishes and partners, and informed by patterns of service usage, that took effect from Monday 27 September. Accessibility of the service is further bolstered by an expanded Select and Deliver/Home Library Service led by dedicated local volunteers, plus the digital offer. The impact of the revised operating hours on the number of visits remains to be seen in Q3.

4.5 Processing times for housing benefits



Corporate Overview & Scrutiny Panel: 2021/22 Q2 Data & Performance Report



Q2 Commentary

Please note that Q1 2021/22 figures for both measures have been updated following the official data-release by the Department for Work and Pensions. The Q1 YTD figure for RB:5 has been updated from 8.59 (green) to 9.33 (green). The Q1 YTD figure for RB:6 has been updated from 5.68 (amber) to 6 (amber).

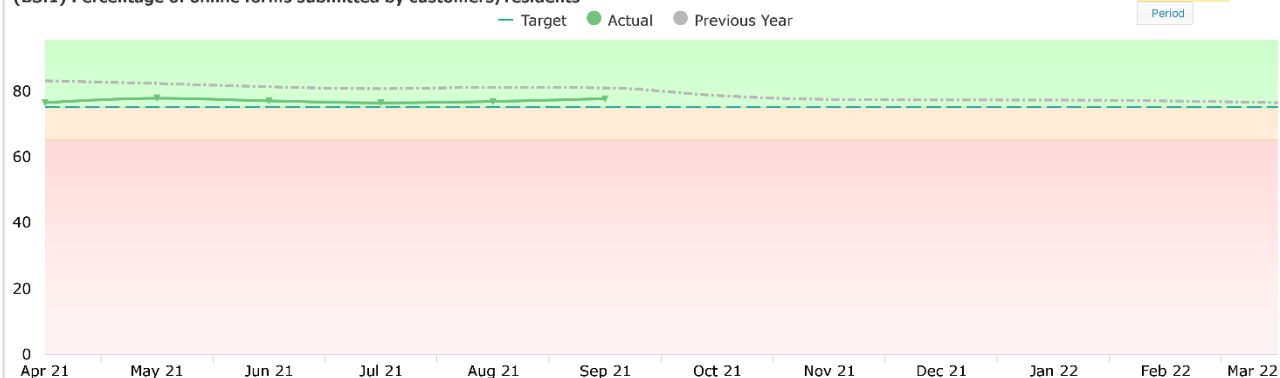
Based on internal reports, at the close of Q2 the year-to-date performance for average number of days to process new claims is 8.98 days, below the target of 12 days. The average number of days to process changes in circumstances claims is 4.70 days, also below the target of 5 days.

Available benchmarking data up to the end of June 2021 shows that RBWM is performing better than South East and England figures for both measures (please note that South East and England benchmarking figures are available a quarter in arrears).

5. Transformation

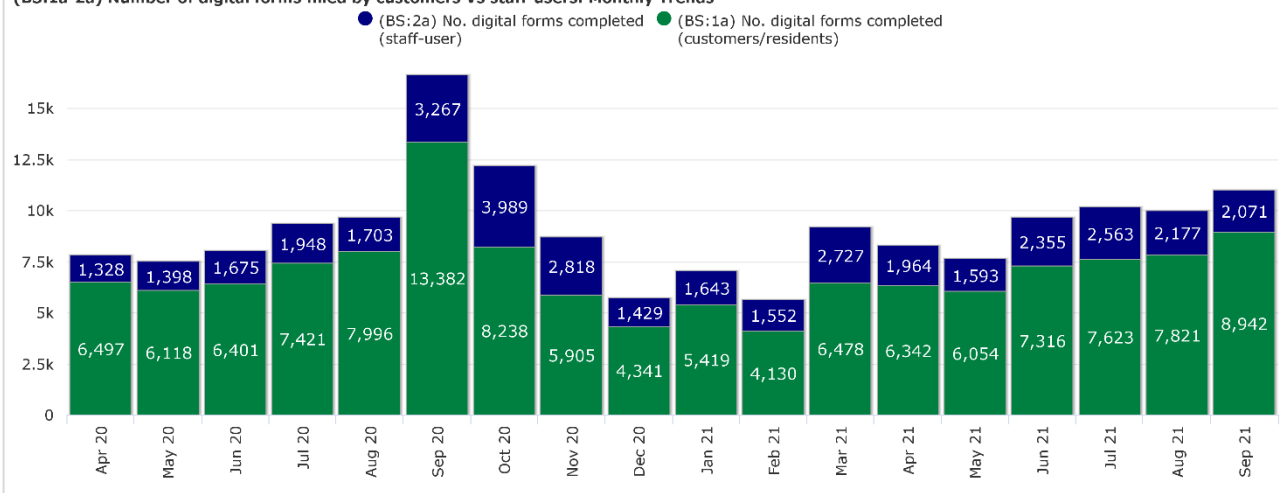
5.1. Digital Customer Interactions

(BS:1) Percentage of online forms submitted by customers/residents



	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22
Period Target	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%
Period	76.4%	79.2%	75.6%	74.8%	78.2%	81.2%						
YTD Target	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%	75.0%
YTD	76.4%	77.7%	76.9%	76.3%	76.7%	77.6%						

(BS:1a-2a) Number of digital forms filled by customers Vs staff-users: Monthly Trends



Q2 Commentary

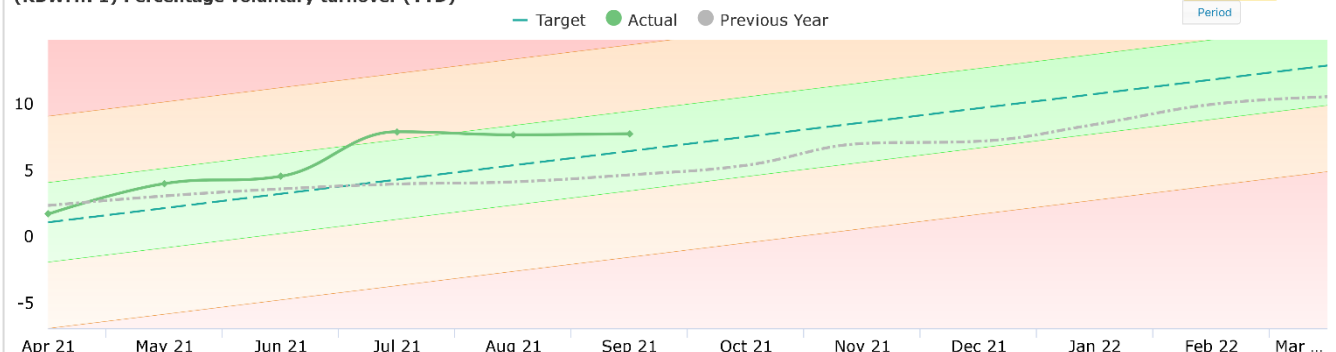
The monthly and year-end target is 75% with a red flag raised if percentage is at/falls below 65%.

The service tracks the volume of digital forms submitted through the council's website with a distinction being made as to whether the form was completed by a staff member or a customer/resident. Therefore, this measure monitors the take-up of digital self-service across our customers/residents and ease of accessibility of the council website's digital offer. At the close of Q2 the percentage of online forms submitted by customers/residents is 77.6% (44,098/56,821) and stands above target (75%) by 2.6.

6. Royal Borough of Windsor and Maidenhead

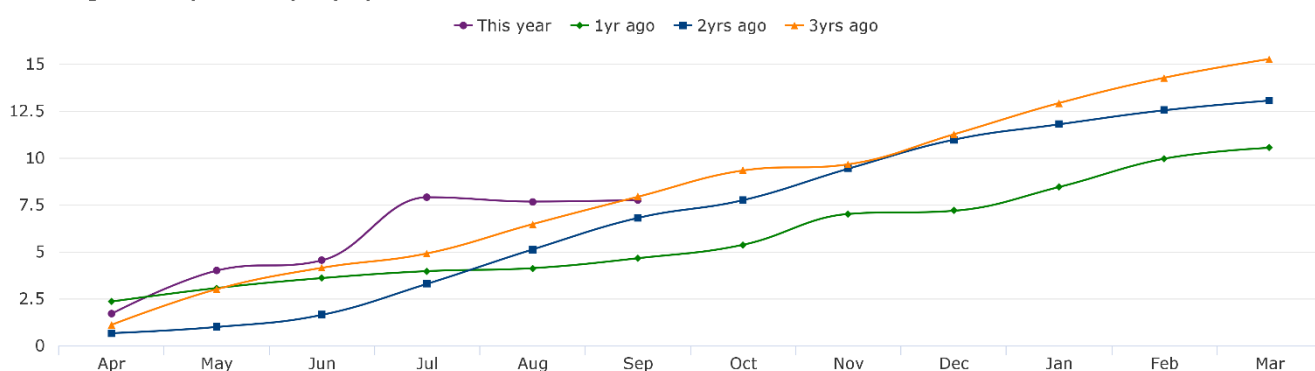
6.1 Voluntary turnover

(RBWM:P1) Percentage voluntary turnover (YTD)



	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22
Target	1.08%	2.15%	3.23%	4.30%	5.38%	6.45%	7.53%	8.60%	9.68%	10.75%	11.83%	12.90%
YTD	1.70%	4.00%	4.55%	7.91%	7.68%	7.76%						

Percentage voluntary turnover (YTD): 4yr Trends



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
This year	1.70%	4.00%	4.55%	7.91%	7.68%	7.76%						
1yr ago	2.35%	3.07%	3.60%	3.97%	4.13%	4.66%	5.38%	7.02%	7.19%	8.46%	9.97%	10.55%
2yrs ago	0.66%	0.99%	1.64%	3.30%	5.13%	6.81%	7.76%	9.44%	10.98%	11.80%	12.55%	13.07%
3yrs ago	1.11%	3.01%	4.15%	4.92%	6.48%	7.94%	9.34%	9.67%	11.27%	12.94%	14.29%	15.29%

Year to date Percentage voluntary turnover: RBWM, Directorate and Service figures (as at September 2021)

Service Area	Headcount	Voluntary turnover - YTD Percentage
Commissioning - People	14	0%
Commissioning - Public Health	7	0%
Housing and Environmental Health Services	59	12.07%
Transformation	13	0%
Adults, Health and Housing (including director and support)	96	6.93%
Communications and Marketing	13	22.22%
Governance	28	13.79%
Strategy	4	25%
Law	9	0%
Governance, Law and Strategy (including director and support)	56	15.24%
Chief Executive (including CE and support)	4	22.22%
Neighbourhood Services	29	9.16%
Communities	21	5%
Infrastructure, Sustainability and Economic Growth	39	2.70%
Planning	57	12.84%
Property Services	6	0%
Place (including director and support)	155	8.15%
Finance	48	8.16%
Human Resources, Corporate Projects and IT	60	3.45%
Revenues, Benefits, Library and Resident Services	131	6.47%
Resources (including director and support)	241	6.05%
Royal Borough of Windsor and Maidenhead	552	7.76%

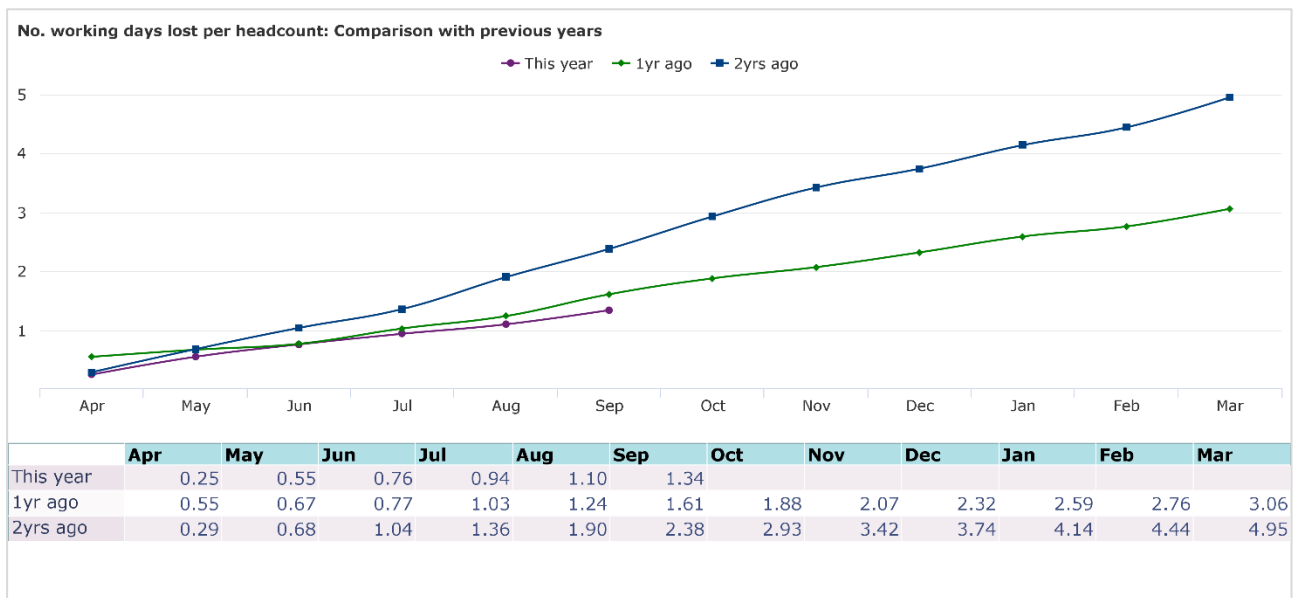
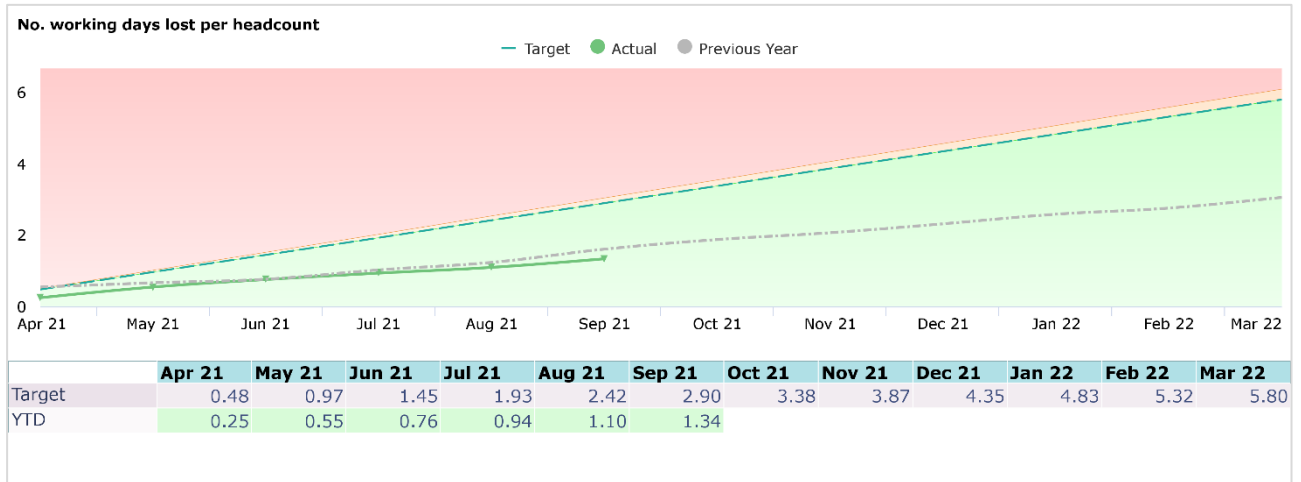
Q2 Commentary

RBWM voluntary turnover includes those who choose to resign or retire. Turnover is calculated by dividing voluntary leavers by the average headcount (headcount at start and end of period / 2) where headcount are figures at that point in time. It is acknowledged that some staff-churn is healthy for any organisation and so this measure is configured as a fixed target each month with appropriate tolerance-bandings both above and below the monthly target.

At the end of Q2 the year-to-date percentage voluntary turnover for RBWM is 7.76% and tracks consistently within the profiled tolerance thresholds. A comparison with the previous year shows a slight increase in voluntary turnover. This is likely to be attributable to staff feeling less concerned about moving roles now, whereas last year we were at the peak of the pandemic with much uncertainty, and as a result less movement.

7. Business Intelligence: RBWM Sickness Absence

7.1 Sickness absence reporting is based on working days lost per headcount. At the close of Q2, working days lost due to sickness per headcount is 1.34 and within the target of 2.90. Comparison with the last two years shows working days lost per headcount to be fewer this year, which could be attributed to staff continuing to work from home. In the past, staff may have needed to take sick leave however the increased flexibility means that they may be able to continue working from home if they are well enough to do so.



8. RBWM Re-Start project

- 8.1 The council faced unprecedented changes from the outset of the COVID-19 pandemic in early 2020, moving quickly from mostly office-based working to home-based working for the vast majority of the workforce. Over a short space of time, it was realised that we could continue to deliver our services with a workforce that was not mainly office-based. This paved the way to look at the continuation of more flexible working and not returning to the traditional five days in the office for everyone when it was possible to return to the office.
- 8.2 In early spring, all Heads of Service were asked to discuss with their teams what a return to the office should look like, and what their needs were in relation to desks, storage and meeting space. RBWM also engaged with its partners, Achieving for Children and Optalis, about their requirements. Phase 1 of the “Re-start project” included an extensive review of needs – and the development of a plan to meet those needs – based on the information, and a clearing exercise of lockers and cabinets which ended in Q2 2021/22.
- 8.3 With the opening of the Town Hall there is availability of: allocated desks (desks designated for specific teams who are required to be in the office each day for operational needs in order to deliver their service), bookable desks for a day, and “drop-in” desks for a period of up to two hours for employees. Meeting rooms are also available to be booked via the Facilities Team in the Town Hall, or via York House Reception.
- 8.4 Phase 2 will include setting up a collaboration space in the Town Hall in Maidenhead and reprovisioning sites such as Tinkers Lane and Riverside for allocated, drop in and bookable desks as appropriate.

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Report Title:	xxx Overview and Scrutiny Panel - Annual Report 2021/22
Contains Confidential or Exempt Information	No - Part I
Member Reporting:	Councillor xxx, Chairman of the Panel
Lead Officers:	xxx, Executive Director of ..., xxx, Head of xxx
Meeting and Date:	Full Council – July 2022



REPORT SUMMARY

Part 9A B4 of the council constitution requires an Overview and Scrutiny Panel to report annually to full Council on 'its workings and make recommendations for future work programmes and amended working methods if appropriate'.

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That Full Council notes the annual report of the xxx Overview and Scrutiny Panel.

2. CHAIRMAN'S INTRODUCTION

2.1 ...

3. TOPICS SCRUTINISED DURING THE MUNICIPAL YEAR 2021/22

3.1 *Include details of issues called-in and any findings/outcomes including recommendations to Cabinet.*

4. CALL-INS CONSIDERED DURING THE MUNICIPAL YEAR 2021/22

4.1 *Include details of issues considered and any findings/outcomes.*

5. RESIDENT SUGGESTIONS CONSIDERED DURING THE MUNICIPAL YEAR 2021/22

5.1 *Include details of issues considered and any findings/outcomes.*

6. TASK AND FINISH GROUPS ESTABLISHED DURING THE MUNICIPAL YEAR 2021/22

6.1 *Include details of issues considered and any findings/outcomes.*

7. PROPOSALS FOR IMPROVED WORKING METHODS

7.1 ...

8. THANKS

- 8.1 The Panel would like to thank the following individuals and organisations for their involvement in the scrutiny process this year:

- ...

9. PROPOSED WORK PROGRAMME FOR THE MUNICIPAL YEAR 2022/23

- 9.1 The Panel proposes to consider the following topic areas for scrutiny in the coming municipal year:

Topics already in progress/carried over from 2021/22:

- ...

New topics:

- ...

10. APPENDICES

- 10.1 This report is supported by xxx appendices:

- ...

REPORT HISTORY

Decision type:	Urgency item?	To follow item?
For information	No	No

Report Author: Full name, job title, email and telephone number

WORK PROGRAMME - CORPORATE OVERVIEW AND SCRUTINY PANEL

EXECUTIVE DIRECTORS	<ul style="list-style-type: none"> • Duncan Sharkey (Chief Executive) • Andrew Durrant (Executive Director of Place) • Adele Taylor (Executive Director of Resources and S151 Officer) • Emma Duncan (Monitoring Officer and Deputy Director of Law and Strategy) • Hilary Hall (Executive Director of Adults, Health and Housing)
LINK OFFICERS & HEADS OF SERVICES	<ul style="list-style-type: none"> • Elaine Browne (Head of Law) • Nikki Craig (Head of HR, Corporate Projects & ICT) • Karen Shepherd (Head of Governance) • Andrew Vallance (Head of Finance and Deputy S151 Officer)

MEETING: 4th APRIL 2022

ITEM	RESPONSIBLE OFFICER
Q3 Performance Report	Adele Taylor , <i>Executive Director of Resources</i>
Finance Update	Andrew Vallance , <i>Head of Finance</i>
Annual Scrutiny Report (Final Version)	Chairman and Panel
Work Programme	Panel Clerk

ITEMS SUGGESTED BUT NOT YET PROGRAMMED

ITEM	RESPONSIBLE OFFICER
Customer Journey	<i>Scrutiny scoping document to be drafted if this is to be added to the work programme.</i>
Communication	<i>Scrutiny scoping document to be drafted if this is to be added to the work programme.</i>
RBWM App – June 2022	Dan Brookman , <i>Head of Transformation</i>

[Terms of Reference for the Corporate Overview and Scrutiny Panel](#)

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